Sydney Motorway Corporation

Community and Social Management Plan (CSMP)

NEW M5 PROJECT

May 2018

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COMMUNITY AND SOCIAL MANAGEMENT PLAN (CSMP)

WestConnex New M5

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***Note**

Appendix 1 & 2 are currently being updated to address review comments provided by the Department of Planning and Environment on 9 August 2018.

Appendix 1 & 2 will be resubmitted to the Department of Planning and Environment for review and approval in November 2018, prior to publication online.

Glossary

Term	Definition
ABS	Australian Bureau of Statistics
AQCCC	Air Quality Community Consultative Committee
ASGS	Australian Statistical Geography Standard
CAQMP	Construction Air Quality Management Plan
CCP	Community Cohesion Program
CCS	Community Communication Strategy
CDS	CPB Dragados Samsung Joint Venture
CEMP	Construction Environmental Management Plan
CIP	Community Involvement Plan
CRT	Community Relations Team
CSMP	Community Social Management Plan
Cst	Construction
CTAP	Construction Traffic and Access Plan
DPE	Department of Planning and Environment
EIS	Environmental Impact Statement
EP&A Act	NSW Environmental Planning and Assessment Act 1979
EPA	Environment Protection Authority
ER	Environmental Representative
ISCA	Infrastructure Sustainability Council of Australia
LCMP	Landfill Contamination Management Plan
LGAs	Local Government Areas
M5 AT	M5 Asset Trustee
NSW	New South Wales
NGO	Non-government organisation
OEMP	Operational Environmental Management Plan
Ops	Operations
PMS	Project Management System
RMS	Roads and Maritime Services
SA1	Statistical Area Level 1

Term	Definition
SEIFA	Socioeconomic Indices for Areas
SMC	Sydney Motorway Corporation
SIA	Social Impact Assessment
SSI	State Significant Infrastructure
UDLP	Urban Design and Landscape Plan

1.0 Introduction

1.1 Project Background

In April 2016, the Minister for Planning approved the New M5 – also known as Stage 2 of WestConnex.

Duplicating the M5 East from King Georges Road Interchange Upgrade at Beverly Hills to a new interchange at St Peters.

The New M5 will provide twin underground motorway tunnels, nine kilometres long, from a surface road connection with the M5 East in Kingsgrove to a new St Peters Interchange at the site of the former Alexandria landfill facility. The St Peters Interchange will provide motorists with connections to Alexandria and Mascot. It also includes connections to the future Sydney Gateway and M4-M5 Link. The New M5 tunnels also include underground connection points for the M4-M5 Link and the proposed Southern Connector. In summary, the Project will include:

- new multi lanes
- widening of road sections
- a multilevel interchange
- operations complexes
- tunnel ventilation facilities
- emergency smoke extraction facilities
- air intakes
- new bridges
- new road works, widening road works and intersection modifications
- tunnel support systems and ancillary services
- new and modified noise abatement facilities
- new shared pedestrian and cycle paths
- temporary ancillary construction facilities, including the provision of
- electrical cabling to the compounds
- utility adjustments, modifications, relocations and/or protection.

The Project traverses the local government areas of Bayside, Canterbury Bankstown, Georges River, Inner West and City of Sydney councils; and the suburbs of Alexandria, Arncliffe, Bardwell Park, Bardwell Valley, Beverly Hills, Bexley North, Earlwood, Kingsgrove, Mascot, St Peters, Sydenham, Tempe and Wolli Creek.

The Project is considered State Significant Infrastructure (SSI) by virtue of Schedule 5, clause 4 of the NSW Environmental Planning Policy[1].

The Project therefore required the preparation of an Environmental Impact Statement (EIS) which describes the Project's potential environmental, social and economic impacts and their proposed management.

The New M5 EIS was exhibited for public comment from November 2015 to January 2016 and included a Social and Economic Technical working paper (Appendix M).

Planning approval for the New M5 project was received from the NSW Minister for Planning on 20 April 2016, with Commonwealth Government approvals granted on 11 July 2016.

Construction work commenced in late July 2016, with specific details of construction activities presented in the WestConnex New M5 Staging Report (CDS-JV Document number M5N-ES-RPT-PWD-0010) across a series of stages.

[1] (State and Regional Development) 2011

In summary:

- Stage 1 includes demolition and site establishment, as defined under the SSI approval, and has occurred at construction sites at all four precincts
- Stage 2 includes the surface construction activities within all four precincts
- Stage 3 includes tunnelling activities including road header excavation, tunnel fit-out and commissioning activities along the alignment
- Stage 4 includes the surface construction activities associated with the Local Road Upgrade construction compounds and construction sites within Precinct 1.

A construction schedule is provided in **Table 1.1**, with construction anticipated to be complete by the end of the first quarter 2020.

Table 1.1 New M5 Project Construction Schedule

Construction Activity	Start – Quarter
Start of Project construction – sod turning event and opening of the Community Information Centre	2nd-3rd quarter 2016
Peak construction	1st quarter 2018
Project completion	1st quarter 2020
Tunnelling – first road header operational	3rd quarter 2016
Tunnelling – peak operation	3rd quarter 2017
Tunnelling – first break through (Kingsgrove Bexley)	4th quarter 2017
Tunnelling – completed	3rd quarter 2018
Tunnelling – commissioning	1st quarter 2019
Tunnelling – opening	4th quarter 2019
Eastern precinct (local roads) – start of early works	3rd quarter 2016
St Peters interchange – start of piling	1st quarter 2017
St Peters interchange – structure (bridge) works in full swing	3rd quarter 2017
St Peters interchange – first structure finished	2nd quarter 2018
Western sub-Project – first major traffic switch	3rd quarter 2017
Western precinct – traffic in final arrangement	4th quarter 2018
Motorway facilities – commencement of construction	1st quarter 2018

1.2 Purpose of the Community Social Management Plan (CSMP)

The purpose of the Community Social Management Plan (CSMP) is to describe the potential impacts and opportunities associated with the construction and operational phases of the New M5 and to demonstrate how SMC proposes to respond to these in collaboration with relevant partners. Specifically the Plan seeks to:

- identify opportunities to enhance the positive and mitigate the negative impacts (social and economic) of the Project on local communities
- detail strategies to enhance the Project and address/mitigate Project impacts
- identify appropriate stakeholder responsibilities
- identify appropriate monitoring, reporting and review mechanisms

A comprehensive Community Cohesion Plan (CCP) has been developed to effect implementation of the CSMP and enhancement of project impacts across the various Project based localities/precincts. This is further detailed in **Appendix 1.**

1.3 Requirements for the CSMP

The key objective of the current scope of work is to address the Socio-Economic – Social Impact Management (B66) Condition of approval, as noted by the NSW Department of Planning and Environment.

The condition states that:

> *"No later than 12 months from the date of this approval, unless otherwise agreed to by the Secretary, the Proponent must prepare a CSMP for precincts directly impacted by the SSI. The CSMP must be prepared by a suitably qualified and experienced person(s) and in consultation with relevant council(s) and the community and submitted to the Secretary for approval."*

Umwelt (Australia) Pty Limited (Umwelt) was engaged on behalf of the Sydney Motorway Corporation (SMC) to prepare this Community and Social Management Plan. Umwelt is one of Australia's leading multidisciplinary social and environmental consulting companies with approximately 90 social and environmental assessment and project management specialists providing a wide range of integrated services to public and private sector clients throughout Australia and internationally for over 20 years.

Umwelt has extensive experience in preparing social impact assessment studies, community involvement programs and community perception surveys, making them suitably qualified and experienced to prepare this Community and Social Management Plan.

The CSMP must include but is not limited to:

Table 1.2 Condition B66 requirements

Condition requirement	Section in Document
(a) Identification of the social impacts of the State Significant Infrastructure (SSI), including cumulative impacts resulting from the various stages of the SSI (including construction and operation) in directly affected precincts including	
(i) a refined precinct-based spatial analysis based on representative local communities and stakeholders impacted by the SSI	**Section 3**
(ii) at what stage the identified impact is likely to occur (iii) identification of stakeholders and communities directly affected by each identified impact	**Section 4**
(iv) assessment of the identified social impacts including type, probability and consequence	**Section 5**
(v) details of management and mitigation measures, including responsibilities for the implementation of each measure, and an assessment of the likely effectiveness of the measures (vi) identification of access and connectivity enhancements or new provisions to assist in mitigating impacts directly resulting from the SSI including, but not necessarily limited to, community cohesion, public transport and social facility accessibility, connectivity and accessibility to goods and services	**Section 5** **Appendix 2**
(vii) mechanisms for monitoring social impacts and reviewing the effectiveness of mitigation measures (viii) mechanisms for the reporting of social impacts during construction and operation of the SSI (ix) Mechanisms for ongoing consultation with communities and key stakeholders.	**Section 6**
(b) A Community Cohesion Program to enhance community cohesion in precincts directly affected by the SSI through initiatives including, but not limited to:	
(i) enhancement of open space and recreation areas; (ii) active community involvement and engagement; (iii) provision or facilitation of cycling facilities within Camdenville Park, in consultation with the relevant council; (iv) support of community initiatives and programs; and (v) provision of grants to local community groups.	**Appendix 1**

The Proponent must maintain and implement the CSMP throughout construction and for the first three years of operation of the State Significant Infrastructure.

> ***"To provide greater accountability for the management of social impacts over the life of a project by linking proposed mitigation and enhancement strategies to conditions and/or appropriate monitoring and adaptive management arrangements"***[2]
> ***"A*** social impact management ***plan establishes the roles and responsibilities of proponents, government, stakeholders and communities throughout the life of a project, in mitigating and*** managing social impacts ***and opportunities during construction, operation and the decommissioning of major development projects"*** [3]

1.4 SMC requirements

The CSMP has also been prepared in recognition of SMC's internal standards and policies that govern the management of environmental and social impacts resulting from the Project. These are listed within **Table 1.3**.

Table 1.3 Relevant Standards, Guidelines and Policies

Existing Standards	Relevant Objectives
WestConnex Sustainability Strategy (2015)	Describes how sustainability will be integrated into the planning, construction and operation of WestConnex. Outlines sustainability objectives and targets for WestConnex and describes how sustainability will be integrated into the planning, construction and operation of WestConnex. Including: • Protect and enhance the natural environment and local heritage *(Objective 2)* • Contribute to liveable communities *(Objective 3)* • Maximise equitable training and employment opportunities *(Objective 8)*.
Sydney Motorway Corporation Environment and Sustainability Policy	SMC is committed to: • Sustainability leadership and continual improvement • Enhancing the environmental, social and economic outcomes of WestConnex now and in the future • Ensuring balanced consideration of the whole-of-life environmental, social and economic costs and benefits during decision making • Proactively minimising adverse environmental, social and economic impacts.
Infrastructure Sustainability Council of Australia (ISCA) rating Tool Scorecard	Infrastructure Sustainability rating scheme, the only comprehensive Australian rating system for evaluating sustainability across design, construction and operation of infrastructure. Sydney Motorway Corporation aims to receive 'Excellent' on the ISCA Rating Tool Scorecard on its WestConnex projects.

[2] (Source: DPE Draft guidelines for State significant development)

[3] (Source: Qld Department of State Development)

SMC's sustainability objectives and targets have been developed to align with a range of other State and Commonwealth Government instruments including, but not limited to:

- NSW *Environmental Planning and Assessment Act* (1979) (EP&A Act)
- Aboriginal Participation in Construction Guidelines[4]
- Aboriginal Participation in Construction Policy[5]
- Transport for NSW's Environment and Sustainability Policy Framework[6]
- Sydney's Cycling Future, Cycling for everyday transport[7]
- Sydney's Walking Future, Connecting people and places[8].

1.5 Approach to CSMP development

The geographic area to be addressed by the CSMP is restricted to the precincts, local communities and key stakeholders impacted by the Project, as noted in condition (a) (i) and further defined in **Section 3.0**.

The NSW Government acknowledges that the Project is of strategic importance to NSW and its residents, with the Department of Planning and Environment (DPE) being the lead agency in coordinating the Governments response during development of the CSMP. SMC will regularly report to DPE on development and implementation of the CSMP during its duration (three years after commencement of operations).

Responsibility for the implementation of actions identified in the CSMP rests with the following key stakeholders:

- SMC
- M5 Asset Trustee
- The Design & Construct Contractor – CPB Dragados Samsung Joint Venture (CDS)
- RMS
- Other State Government agencies
- Local Government
- Non-government organisations (NGOs).

The methodology to be employed in developing the CSMP comprises document review, further assessment and analysis (based on secondary data) and internal and external engagement to inform management planning, to address the key impacts (positive and negative) associated with the construction and operational phases of the Project.

Given the linear nature of the development, refined precinct-based spatial analysis based on representative local communities and stakeholders impacted by the SSI, has been undertaken – this has been specified as a requirement of the Plan. The Plan also outlines mechanisms for monitoring and reporting social impacts and for ongoing consultation with communities and key stakeholders.

A specific reference has also been made in the condition to the articulation of development of a CCP to enhance community cohesion in precincts directly affected by the SSI through a range of initiatives. The CCP specifically will clearly articulate the objectives and strategies to be facilitated and supported in the CSMP's implementation and is included as **Appendix 1**.

Key phases of work are depicted in **Figure 1.1.**

[4] Aboriginal Participation in Construction Guidelines (2007)

[5] NSW Government Policy on Aboriginal Participation in Construction (2015)

[6] Transport Environment and Sustainability Policy Framework (2013)

[7] Sydney's Cycling Future, Cycling for everyday transport (2013)

[8] Sydney's Walking Future, Connecting people and places (2013)


PHASE 1 REVIEW & SCOPING
Consultation with SMC, DPE, CDS and other key internal project stakeholders
Commissioning of scope of work and inception Meeting
SMC Visit 1
Existing data review and gap analysis
Development of Road map to CSMP
Stakeholder Identification Plan (internal and external)
Outcomes of SMC Visit 1 – Stakeholder meetings
Roadmap for SMC and DPE and Gap Analysis
PHASE 2 DEVELOPMENT OF CSMP
Further consultation with theme experts
Consultation with identified external stakeholders
Consultation with DPE
SMC Visit 2
Site / precinct visits to understand impacts and opportunities
Internal CSMP development meeting
SMC visit 3 – present CSMP to DPE
Outcomes of Site Visits and external consultation – comments register
Draft CSMP and CCP framework for SMC review
PHASE 3 FINAL REPORTING & MANAGEMENT PLAN
Finalisation of CSMP
CSMP submission to DPE
Final CSMP for SMC
Project phase
Consultation activities
Key tasks
Key deliverables

Figure 1.1 Phased Approach to CSMP Development

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Phase 1 has involved an extensive review of existing documents and data sources relating to the M5 Project, given the considerable assessment work undertaken to date. The key objective of this phase has been to identify and review all existing information and ensure that requirements specified by DPE in Condition B66 can be met through the review and further assessment of existing study information. This phase also involved an internal engagement phase with stakeholders relevant to the Project.

Phase 2 has involved the development of the CSMP and provided further definition around the framework for the CCP, in addressing Project impacts. Relevant strategies have been identified and further developed to enhance local community values and social outcomes of the Project. Strategies are detailed within **Appendix 2**. This phase has also involved site visits to ground truth project impacts and external consultation with key stakeholders e.g. local government, education service providers, business community and community organisations.

1.5.1 Engagement in CSMP development

As noted above, engagement with key stakeholders has been an important component in the development of the CSMP for the Project and has included both internal and external stakeholders relevant to the Project.

For the purpose of the CSMP, stakeholders includes both communities of place and of interest as defined within the Community Communication Strategy (CCS) and have been defined as those that:

- may have been involved in the Project
- live nearby the Project
- have been/are impacted by the Project
- have an interest in the project and its activities
- can contribute to the mitigation or enhancement of Project impacts in their respective precincts/localities.

A detailed stakeholder register can be found in Appendix A of the CCS (Rev03 2016) – New M5 Stakeholder List.

1.5.1.1 Internal Engagement

In the development of the CSMP, internal engagement has involved meetings with a range of representatives involved in the delivery of the New M5 from SMC and CDS. Teams consulted include:

- Planning Compliance
- Construction and Project Management
  - Western Surface WorksTunnelling
  - Local Roads
  - St Peters Interchange
  - Property treatments and inspections
- Communications, Community Relations and Engagement
- Community Connections Program Management.

This engagement has been used to identify key project impacts during the construction phase and relevant management and enhancement strategies in place to address these issues.

1.5.1.2 External Engagement

The external engagement program in relation to the CSMP development builds on existing SMC stakeholder engagement practice where relevant (as outlined in **Section 2.3**) and has involved members of the SMC team in the consultation process.

During April/May 2017, approximately 70 stakeholders were contacted across four precincts in relation to the development of the CSMP and the CCP specifically. Stakeholders were identified by precinct, utilising existing stakeholder databases and through further stakeholder analysis. Of the 70 stakeholders contacted, approximately 50 stakeholders participated in the engagement process across the following stakeholder groupings:

- Local Government – with an emphasis on those working in Community, Economic Development, Arts and Cultural Development, Social Policy, Urban Design and Planning, Recreation and Environmental roles at a Council level
- Education Service Providers – primary and high school principals, teachers and P&C/parent representatives
- Business Chambers – Presidents and business members
- Local Business Owners – particularly those businesses located in Precincts 1 and 4 given the extent of construction activities in this area. A range of businesses were surveyed including those in food services, trade centres, automotive industry, health and childcare services, recreation services, pet services, clothing and homeware services
- Community Organisations – local artists, art group representatives and resident groups.

Engagement has been facilitated and structured by the use of interview guides and workshop presentations with the following key objectives:

- to provide an overview of the CSMP and its purpose
- to provide an update on the M5 Project and its construction phase
- to identify any impacts currently being experienced as a result of Project construction
- to identify any opportunities to mitigate or enhance Project impacts
- to identify precinct needs and aspirations to further enrich community cohesion.

Mechanisms utilised to engage the above groups have varied. **Table 1.4** highlights the specific mechanisms used for each of the stakeholder groups.

Table 1.4 Mechanism by Stakeholder Group Matrix

Stakeholder Group / Mechanism	Local Government	Education Service Providers	Business Chambers	Local Business Owners	Community Groups
Personal Interviews					
Telephone Surveys					
Focus Groups/Workshops					

Table 1.5 Approached and consulted stakeholders (overleaf)

Stakeholder Category	Stakeholder Group	Precinct	Engagement Detail
Local Government	City of Canterbury Bankstown – seven council stakeholders	3 & 4	Face to face meeting on 9 May & follow up email
	Bayside Council	1 & 2	Face to face meeting on 2 May
	Inner West Council – six council stakeholders	1	Face to face meeting on 2 May & 9 May 2017
	City of Sydney	1	Face to face meeting on 17 January 2018
	George's River	4	Face to face meeting on 18 December 2017
Education Service Providers	St Peters Primary School	1	Multiple and ongoing face to face meetings and additional correspondence with SMC
	St Pius School	1	Face to face meeting on 2 May 2017
	Tempe High School	1	Face to face meeting on 2 May 2017
	Arncliffe West Infant School	2	Face to face meeting on 4 May 2017
	Athelstane Public School	2	Face to face meeting on 4 May 2017
	Arncliffe Public School	2	Face to face meeting on 4 May 2017
	Camdenville Public School	1	
	Ferncourt Public School	1	
	Gardeners Road Public School	1	
	Al Zahra College	2	
	St Francis Xavier Catholic Primary School	2	
	St Ursula's College	3	
	McCallums Hill Public School	4	
	Kingsgrove High School	4	
	Beverley Hills North Public School	4	

Stakeholder Category	Stakeholder Group	Precinct	Engagement Detail
Business Chambers	Marrickville Business Chamber *South Sydney Business Chamber* *Rockdale Chamber of Commerce* *Earlwood District Chamber of Commerce* *Hurstville Business Chamber*	1 1 3 4 4	Face to face meeting on 2 May 2017
Local Business Owners	Business surveys in each of the Precincts but particularly within the St Peters Precinct given the extent of construction activities in this area.	Various precincts	14 Face to face interviews, 16 May 2017 5 declined face to face interviews 6 Phone interviews, 17 May to 26 May 2017 8 declined phone interviews
Community/Resident Organisations	*Rockdale Residents Association* *Kingsgrove Residents Action Group* *WestConnex Action Group*	*2* *2* *All precincts*	
Environmental Groups	Wolli Creek Preservation Society (WCPS)	General locality	Multiple and ongoing face to face meetings and additional correspondence with the SMC team

Information collected as part of the engagement program has been collated and analysed to inform the strategies outlined in **Section 5.0.**

Prior to and during the development of the CSMP, SMC and their respective internal stakeholder partners have continued with their engagement activities as part of the M5 Project Construction Program. Further details of the ongoing engagement undertaken is further summarised in **Section 2.3**, with input also incorporated in the current CSMP as relevant.

1.6 Supporting Documents

There are a range of other existing and proposed documents, strategies, programs and plans that are relevant to the CSMP for the New M5 Project. While the plans reviewed are numerous, key strategies and plans are summarised at **Table 1.5** below.

Table 1.6 Relevant documents, plans and strategies

Existing documents	Objective
Environmental Impact Statement (2016)	The EIS describes the main features of the New M5 Project, as well as mitigation measures for any potential environmental and social impacts that may occur during construction and operation. Considers cumulative impacts of concurrent and future projects.
Community Communication Strategy (2016)	Forms part of the project team's Project Management System (PMS). Outlines how the community communication and engagement will be managed to ensure the Project's community obligations, information, consultation and compliance requirements and reporting will be achieved. Interfaces with a number of other Project plans including those also included within this table.
Construction Environment Management Plan (2016)	Provides a structured approach to the management of environmental issues during construction of the Project. The CEMP outlines how CDS will achieve environmental outcomes on the New M5 Project. It includes a number of environmental sub plans required to manage significant environmental hazards and other potential major impacts on the environment and community.
Construction Air Quality Sub Plan (2016)	To prevent visible emissions of dust from the site and to ensure that impacts to air quality are minimised and within the scope permitted by the planning approval.
Construction Noise and Vibration Sub Plan (2016)	Describes how CDS will manage and mitigate noise and vibration during construction of the Project.
Manage Environmental Noise Procedure (2016)	Describes how to manage environmental noise issues from construction activities. Refers to any noise produced onsite or in relation activities that can impact on neighbouring areas.
Construction Traffic and Access Management Plan	Details the safe and effective management of traffic during the design and construction stage of the Works.
Construction Contaminated Land Management Plan (2016)	Sets out the Project strategy for the assessment and management of contaminated land during construction.
Construction Heritage Sub Plan	Ensures that impacts to Aboriginal and non-Aboriginal heritage (as defined in Infrastructure Approval SSI 6788) are minimised and are within the scope permitted by the Condition of Approval.
Ancillary Facilities Management Plan (2017)	Prepared in alignment with the CEMP for the establishment of site compounds, laydown areas and other ancillary facilities. Describes how CDS will manage and minimise impacts during the establishment of the construction compounds and ancillary facilities.

Existing documents	Objective
Construction Parking and Access Strategy (2016)	Identifies and effectively mitigates impacts resulting from on- and off-street parking changes during construction of the SSI.
Urban Design and Landscape Plan (UDLP)(April, 2017– draft)	Prepared to address condition of approval (B61) for the Project. Outlines an integrated urban and landscape design for the Project and key strategies.
Campbell Road Crossing Sub-plan (UDLP, Appendix A)	To assist in the management of access, land use, community amenity and open space impacts associated with the Project. The Plan identifies and facilitates the construction and establishment of a new land bridge over Campbell Road that is connected to, and contiguous with, the southern end of the existing Sydney Park and the proposed open space area (including active recreation facilities) to the north of the St Peters Interchange.
St Peters Interchange Recreational Area Sub-plan (UDLP, Appendix B)	To maximise the amount of open space available for the provision of active recreation areas and multifunctional and adaptable active recreation support facilities on the St Peters interchange site (located to the south of Campbell Road). The Plan details the construction, timing and responsibility for the delivery of active recreation facilities (including, but not limited to, sporting fields).
Campbell Street Green Link Sub-plan (UDLP, Appendix C)	To provide an enhanced and unified landscaped green link between Sydney Park, Simpson Park and Camdenville Park. The objective of the green link is to facilitate a more legible and navigable open space network by providing a high quality open space link to the northern side of Campbell Street between the three parks.
M5 Linear Park Enhancement Sub-plan (UDLP, Appendix D)	To connect and enhance the parkland and to offset amenity and open space impacts for areas bordered by Bexley Road, Bexley, King Georges Road, Beverley Hills, and those adjoining the M5 Motorway.
Alexandra Canal Sub-plan (UDLP, Appendix E)	To detail the design and integration of the bridges over the Alexandra Canal, including a Heritage Impact Assessment that addresses any heritage impacts to the canal and its setting. The assessment considers future and current accessibility plans for the Canal and the heritage sensitivity of the setting, as detailed in the Alexandra Canal Heritage Conservation Plan.

Existing documents	Objective
Noise Barrier Location and Design Sub-plan (UDLP, Appendix F)	To identify and confirm all permanent noise barrier locations associated with the SSI including new, relocated or modified barriers. This sub plan: • Outlines consultation and decision making process for all new, relocated or modified permanent noise barriers associated with the Project • Assesses potential impacts of the permanent noise barriers including visual amenity, overshadowing, heritage impacts and connectivity and community cohesion • Considers safer by design principles including the WestConnex Urban Design Framework and RMS Design Guidelines • Includes adjacent property owner concerns and preferences regarding barrier design and location and • Justifies the final design of new, relocated or modified permanent barriers.

Documents associated with the following programs were also reviewed as per **Table 1.6**:

Table 1.7 Additional Strategies

Existing Strategies	Objective
Community Grants Scheme	Established in September 2016, the scheme involves SMC providing grants of up to $10,000 to eligible organisations along the WestConnex corridor.
Community Connections Program	Community Connections supports communities that the WestConnex program of work will serve or impact. It supports initiatives across three main areas: • Community Grants • Partnerships • Education and Skills Building.

1.7 Structure of the CSMP

The CSMP Plan is likely to follow a similar structure to other social/community management plans, relevant to the Project Scale. The CSMP has the following sections:

Section 1 provides an introduction to the purpose of the CSMP and its development. Requirements of the Condition B66 and the approach taken by SMC in developing the Plan are also outlined. Supporting documentation that has been reviewed in the Plan's development is also noted.

Section 2 outlines the Project based on the Project Description approved by the NSW Government in July 2016. Further detail of the activities undertaken by the SMC Communications and Community Connections teams, as well as CDS is also outlined to provide further context for the CSMP.

Section 3 outlines the area to which the CSMP relates and outlines the precincts of relevance to the New M5 Project, based on representative local communities and stakeholders impacted by the Project.

Section 4 provides a summary of predicted and historical issues relating to the Project by Precinct and clearly identifies and assesses impacts relevant to the construction and operational phases of the Project. Outputs of this section are based on analysis of relevant stakeholder and complaints databases and engagement with both internal and external stakeholders. Appraisal and prediction of construction impacts relating to the Project – according to type, probability and consequence – is also undertaken in this section.

Section 5 outlines the commitments and actions that relate to each of the significant impacts identified in **Section 4**. This section sits alongside a detailed commitment register included as **Appendix 2**, with strategies defined by impact theme and precinct. This section also provides a number of dedicated plans to address specific impact areas relevant to the Project, for implementation across Precincts.

Section 6 outlines the responsibilities, reporting and monitoring requirements to track progress across each of the impact themes and strategies. An indicative monitoring plan is also provided, with further detail of monitoring and evaluation outcomes to be provided in the Annual CSMP Evaluation Report to DPE.

2.0 Project Summary

2.1 Project Description

The New M5 is a State Government funded infrastructure project being undertaken by the Sydney Motorway Corporation that will see the duplication of the existing M5 from King Georges Road Interchange upgrade at Beverley Hills to a new interchange at St Peters.

When completed, the Project will feature nine kilometre twin underground tunnels from Kingsgrove (between King Georges Road and Bexley Road) to the new St Peters Interchange. The St Peters Interchange will provide connections to Alexandria and Mascot, as well as connections to the future Sydney Gateway and M4-M5 Link; while the new M5 tunnels include underground connection points for the M4-M5 Link and the proposed Southern Connector.

The project is needed to provide additional capacity along the M5 Motorway corridor, given that the current traffic demands on the M5 East Motorway mean it is heavily congested for more than 13 hours a day.

This project is part of the wider WestConnex program of works which will provide a 33 kilometre motorway linking the M4 at Parramatta with the CBD, airport and port precincts and the M5 at Beverly Hills. WestConnex aims to accommodate the growing transport needs of greater Sydney and strengthen access for industry to commercial centres, improving growth opportunities for local businesses. It is also being designed to stimulate urban renewal along the Parramatta Road corridor.

WestConnex is being delivered through a series of projects in three stages:

- **Stage 1:** M4 Widening (Parramatta to Homebush)
- **Stage 1:** M4 East (Homebush to Haberfield)
- **Stage 2:** New M5 (Beverly Hills to St Peters)
- **Stage 2:** New M5 King Georges Road Interchange Upgrade
- **Stage 3:** M4-M5 Link (Haberfield to St Peters).

The project is deemed SSI by virtue of Schedule 5, clause 4 of State Environmental Planning Policy (State and Regional Development) 2011.

2.2 Stage 2: New M5

CDS has been contracted by the SMC to design and construct the New M5.

Key features of the Project include:

- new twin tunnels (approximately nine kilometres long) between Kingsgrove and St Peters, doubling the capacity along the M5 East motorway corridor
- a new interchange at St Peters
- connections from the interchange to the local road network in St Peters and Mascot
- upgrades to local roads and improvements generally within existing road reservations in St Peters and Mascot
- new and improved pedestrian and cyclist infrastructure in St Peters, Mascot and Kingsgrove.

2.2.1 Project Objectives:

The objectives of the New M5 are to:

- support Sydney's long-term economic growth through improved motorway access and connections linking Sydney's international gateways and south-western Sydney and places of business across the city
- relieve road congestion to improve the speed, reliability and safety of travel in the M5 Motorway corridor

- cater for the diverse travel demands along these corridors that are best met by road infrastructure
- enhance the productivity of commercial and freight generating land uses strategically located near transport infrastructure
- optimise user pays contributions to support funding in an affordable and equitable way
- provide for integration with other WestConnex projects and the proposed Southern extension, while not significantly impacting on the surrounding environment in the interim period
- protect natural and cultural resources and enhance the environment through the following key approaches
    - management of tunnel ventilation emissions to ensure local air quality meets NSW Environment Protection Authority (EPA) standards
    - maintain regional air quality
    - manage in-tunnel air quality to stringent air quality standards
    - minimise energy use during construction and operation
    - manage noise in accordance with the NSW Road Noise Policy and realise opportunities to reduce or mitigate noise
    - provide for improvement of social and visual amenity
    - minimise impacts on natural systems including biodiversity.

2.2.2 Key Project Activities

Key components of the project include:

- twin motorway tunnels between the existing M5 East Motorway and St Peters. Each tunnel will be configured as follows
    - between the western portals and Arncliffe, the tunnels will be built to be three lanes wide but marked for two lanes as part of the project
    - between Arncliffe and St Peters, the tunnels will be built to be five lanes wide but marked for two lanes as part of the project
- tunnel stubs to allow for portals for a potential future connection to Stage 3 of the WestConnex program of works (the M4-M5 Link) and a potential future connection to southern Sydney (known as the Southern extension)
- surface road widening works along the M5 East Motorway between east of King Georges Road and the new tunnel portal at Kingsgrove
- a new road interchange at St Peters, which would initially provide road connections from the main alignment tunnels to Campbell Road and Euston Road, St Peters and to a new bridge crossing Alexandra canal and joining to Gardeners Road
- a second new road bridge across Alexandra Canal, linking Campbell Road, St Peters with Gardeners Road and Bourke Road, Mascot
- closure and remediation of the Alexandria Landfill site, to enable the construction and operation of the new St Peters Interchange
- works to enhance and upgrade local streets and intersections near the St Peters Interchange
- ancillary infrastructure and operational facilities for electronic tolling, signage (including electronic signage), ventilation structures and systems, fire and life safety systems, and emergency evacuation and smoke extraction infrastructure
- a motorway control centre that would include operation and maintenance facilities
- new service utilities and modifications to existing service utilities
- temporary construction facilities and temporary works to facilitate the construction of the project
- tolling infrastructure for electronic tolling on the existing M5 East Motorway
- surface road upgrades within the corridor of the M5 South West Motorway and M5 East Motorway.

2.3 Project Consultation

Consultation on the project has been extensive since the project assessment phase in 2014. A summary of the consultation approach adopted is outlined below from the early stages of EIS assessment through to development of the current CSMP document, as detailed in **Section 1.5.1.** To date, consultation in relation to

the Project has largely been undertaken by the EIS Consultant (AECOM), the CDS Community Relations Teams and the SMC New M5 Community Engagement Teams, with consultation activities for the community teams post EIS guided by dedicated Community Communication Strategy and Community Involvement Plans.

2.3.1 EIS Consultation

The EIS was lodged in November 2015, with extensive community consultation conducted as part of the assessment process. The following table summarises key consultation activities undertaken to support the preparation of the EIS. Key issues raised in consultation undertaken during the preparation of the EIS are summarised in **Section 4.0.**

Table 2.1 EIS Consultation Mechanism Summary

Consultation Mechanism	Stakeholders	Reach
Meetings and briefings	Residential, industrial and commercial property owners impacted by property acquisition	50 meetings
	Kogarah Golf Club Board and Management	5 meetings
	Interest groups, including schools, recreational and environmental groups	10 meetings
	Local Government	47 meetings
	State Government agencies	35 meetings, plus weekly meetings with Transport for NSW
	Commonwealth Government agencies	21 meetings
	Utility and service providers	10 meetings
Project updates and flyers	Residents and business property owners in the New M5 corridor	Multiple updates distributed to 169,700 residences and businesses
Fact sheets	Commercial and industrial properties Kogarah Golf Club members	
Updates to project website	All stakeholders	
Email	Registered stakeholders	Three rounds of emails sent to approximately 3,500 stakeholders

Consultation Mechanism	Stakeholders	Reach
Advertisements in local community newspapers to promote community drop-in information sessions	Residents and businesses	Three rounds of advertisements placed in 14 publications
Community information sessions	Residents and businesses	Over 870 participants
New M5 community forum (23 February 2015)	Residents and businesses	Over 900 in attendance
Door knocks	Residents and businesses	Over 450 door knocks
Interviews and surveys	Businesses	20
WestConnex information telephone line	Residents and businesses	Over 6,600 unique contacts
WestConnex information Kiosks	Residents and businesses	Over 33,000 visits

Source: EIS, Aecom Australia, November 2016)

2.3.2 Consultation Post Project Approval

Post-approval of the New M5 Project in April 2016, community engagement has been undertaken by dedicated community teams guided by the Community Communication Strategy (C1). Consultation with stakeholders on other aspects of the Project is undertaken in accordance with the requirements of the relevant Conditions of Approval.

The structure of the Community Relations teams in relation to the Project for SMC and the D&C Contractor are detailed in **Figures 2.1** and **2.2** respectively.

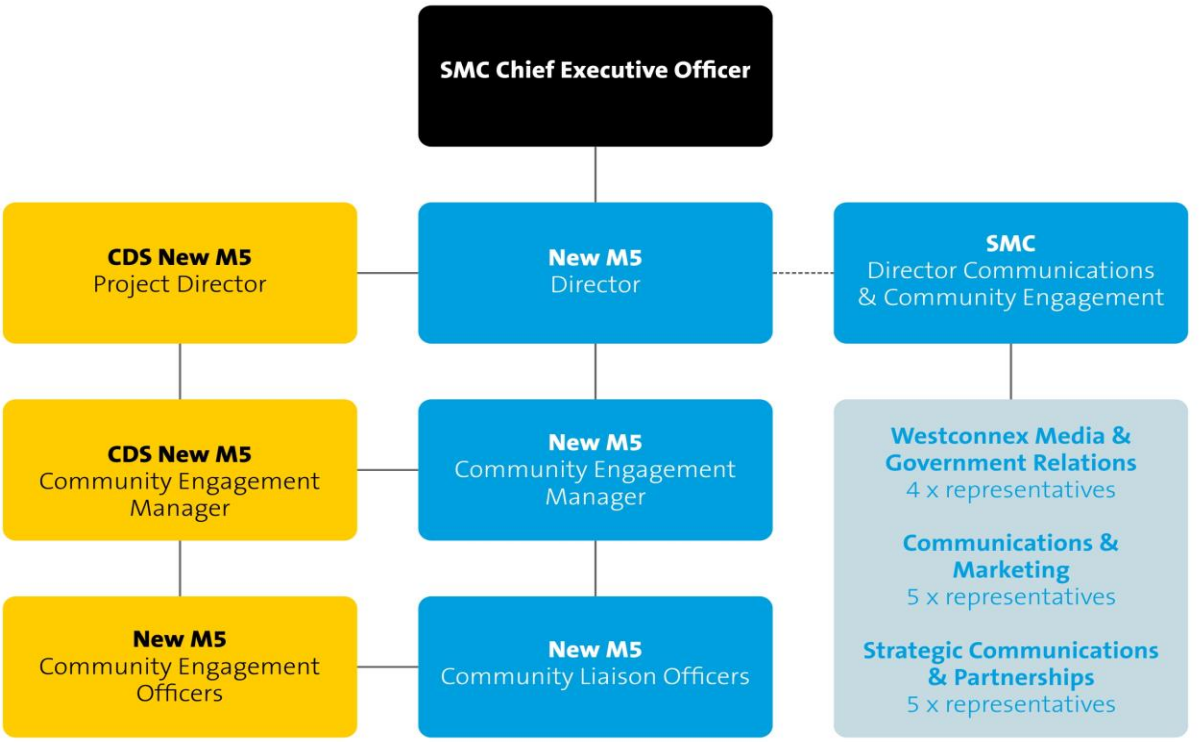

Figure 2.1 SMC Community Relations Team

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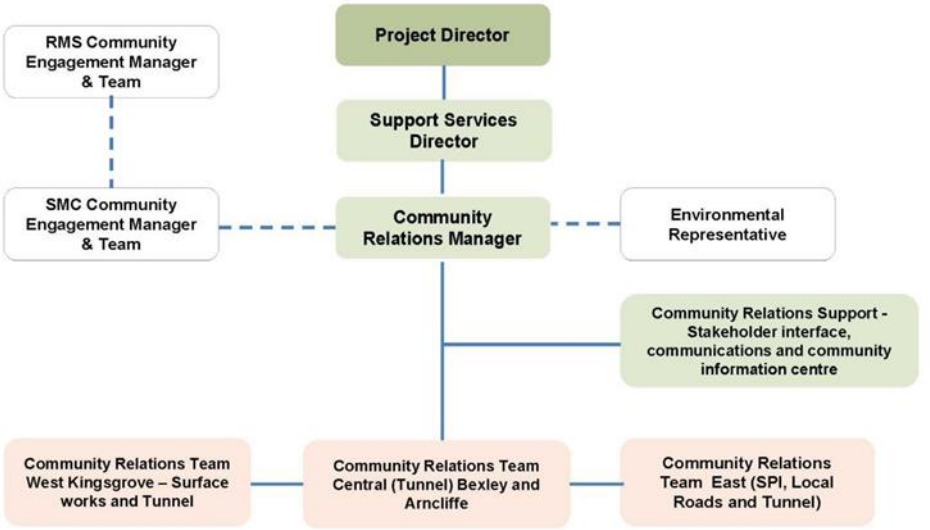

Figure 2.2 CDS Community Relations Team

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Figure 2.3 also from the CCS clearly outlines the engagement approach which utilises the IAP2 Public Participation Spectrum. The mechanisms outlined in the CCP, utilise all levels of the spectrum noted, with an emphasis on *inform*, *consult* and *active participation* levels of participation.

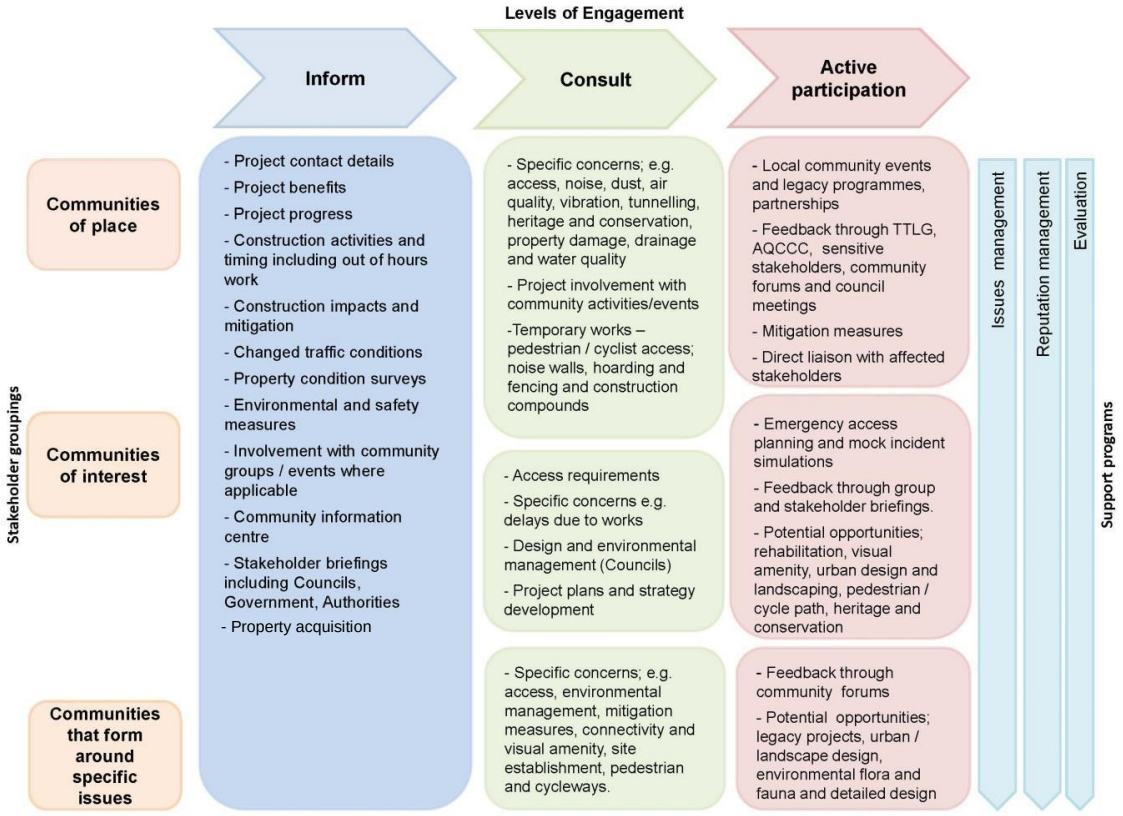

Figure 2.3 Consultation Approach

© Umwelt, 2017, from CCS

The purpose of the Community Communication Strategy is to ensure a transparent and inclusive approach to managing communication and engagement within the New M5 project's local communities and with stakeholders during the development, design, construction and opening of the Project.

The strategy aims to:

- establish the communication and engagement purpose and objectives
- broadly identify local communities and stakeholders that are impacted, are interested and or need to be consulted about the Project
- identify the information and engagement needs of these communities and stakeholders
- outline the approach, procedures and mechanisms for identifying and proactively managing and resolving issues, enquiries and complaints
- identify the engagement and communication tools and channels that will be used to meet the information and consultation needs of stakeholders and local communities
- outline the implementation of the strategy
- identify the team responsible for implementation
- describe the procedures and mechanisms by which communication, engagement and consultation activities are recorded, monitored, evaluated, and reported.

The CCS utilises a range of communication and engagement mechanisms for engaging with stakeholders. Common mitigation strategies that inform engagement include:

- planning and developing targeted, responsive communications to afford meaningful participation
- ensuring early and proactive consultation with directly impacted stakeholders
- providing advanced notification of upcoming works and any potential impacts
- developing evidence-based and clear communication materials
- building awareness of impacts and mitigation measures among site crews
- allocating dedicated community relations contacts for sensitive locations and stakeholder groups
- maintaining and promoting a responsible enquiry and complaints management system.

Table 2.2 provides a summary of the consultation mechanisms utilised on the Project to date for specific stakeholder groups. Further detail on these communication and engagement tools can be found in Appendix C of the CCS (Rev 03 2016).

Table 2.2 New M5 Project Consultation Mechanisms

Key Stakeholder Groups / Communication Tools	Frequency of contact	Information/briefing sessions	Community forums (where appropriate)	One-on-one personal consultation	Construction updates/newsletters	Website content/Social media	Advertisements	Leaflets and notifications	Traffic/transport communication	1800 community information line	Community enquiries email and mail	Community information centre/other displays	Presentations	Site visits	Media/community events	Internal communication
Community – directly affected residents, businesses, industry	Regular and at least 5 days before noisy work or major activities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Education communities, healthcare facilities and places of worship (social facilities)	Regular and as required prior to major change.		✓	✓	✓	✓		✓	✓	✓	✓	✓			✓	
Recreational facilities, parks and reserves	Regular and as required		✓		✓	✓		✓	✓	✓	✓	✓	✓		✓	
Motorists/road users	Regular and prior to major traffic or access changes.					✓	✓		✓	✓	✓	✓				
Advocacy and special interest groups	As required		✓	✓	✓	✓		✓		✓	✓	✓			✓	
Freight and transport groups	Regular and prior to major traffic or access changes.	✓		✓	✓	✓			✓	✓	✓	✓			✓	

*continued below

Key Stakeholder Groups / Communication Tools	Frequency of contact	Information/briefing sessions	Community forums (where appropriate)	One-on-one personal consultation	Construction updates/newsletters	Website content/Social media	Advertisements	Leaflets and notifications	Traffic/transport communication	1800 community information line	Community enquiries email and mail	Community information centre/other displays	Presentations	Site visits	Media/community events	Internal communication
Peak industry, business groups and unions	Regular and as required	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
Cyclists, pedestrians, public transport services & commuters	Regular and prior to major traffic or access changes.	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓			✓	
Government agencies and departments	Regular and as required	✓		✓	✓	✓		✓	✓	✓	✓	✓			✓	
Public Utility Providers	As required			✓	✓	✓		✓	✓	✓	✓	✓				
Elected representatives	In consultation with SMC	✓		✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	
Councils	Regular & scheduled as per Council request	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
Media	In consultation with SMC			✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	
Others – Project team, neighbouring projects	Regular and scheduled	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Appropriate systems and protocols are also in place within the CCS for community contact and enquiries (in and out of office hours), for complaints management and appropriate mediation, should Project issues escalate. Common communication channels include:

- web-based electronic and online – to facilitate project notifications and updates
- printed materials – construction updates and newsletters, community notices, community notification letters and advertising (as appropriate)
- contact based systems – toll free 24 hour community line, project email and postal contact details, email subscription
- Community Information Centre – staffing of a community office/hub for the provision of community information, briefing sessions and enquiries
- visual media – photography, video and time-lapse photography to facilitate communication and Project presentations
- databases and registers – to record stakeholder contact details, data and complaints information, with enquiries and complaints management procedures detailed and documented (Figures 9 and 10, CCS Rev03, 2016).

Figure 2.4 summarises the Consultation strategy adopted for the Project as within the CCS.

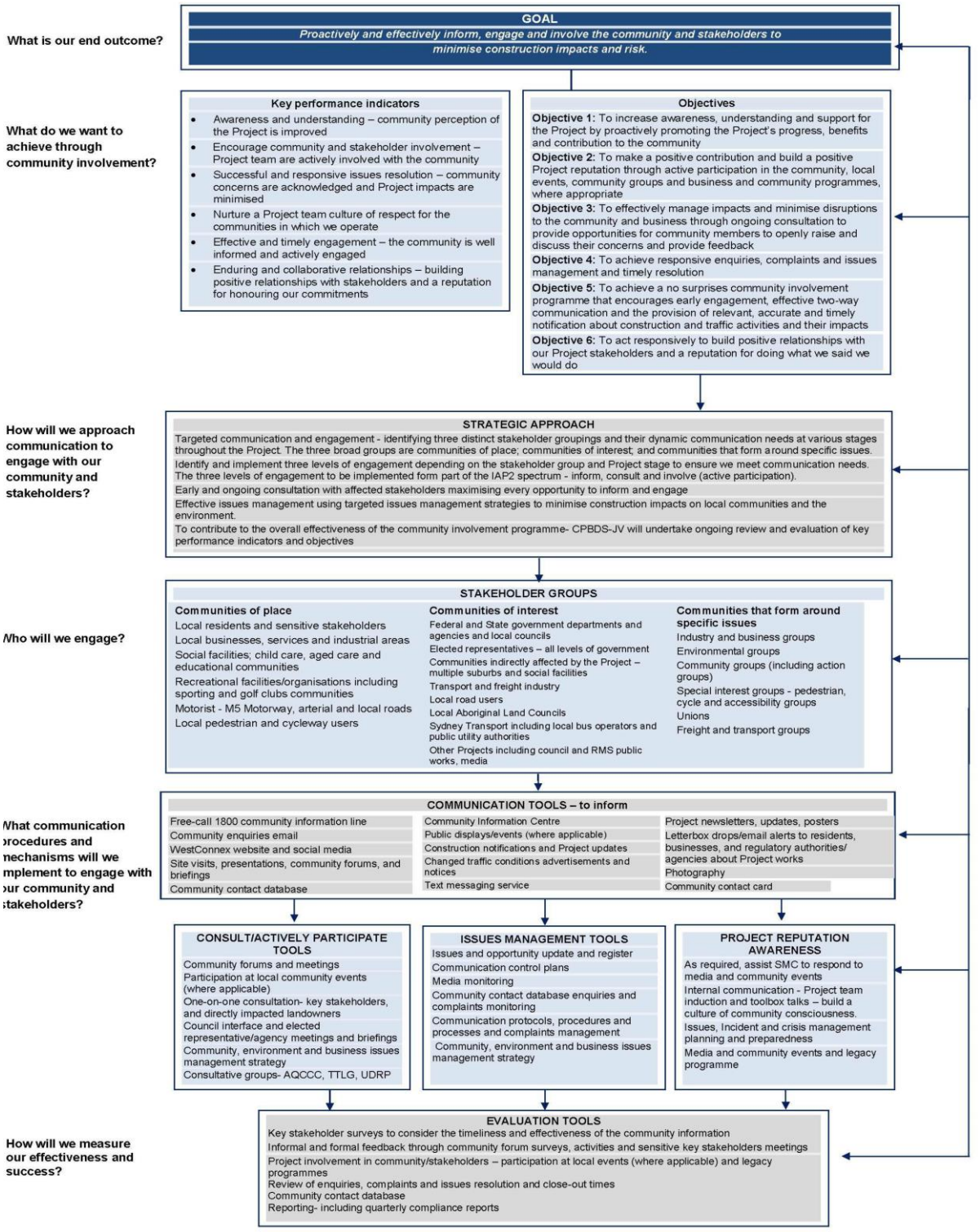

Figure 2.4 Consultation Strategy for the New M5 Project

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The CCS is an iterative document and is reviewed and updated every six months to meet the changing needs and expectations of the local communities and stakeholders affected by, or interested in, the Project. In this regard, additional consultation mechanisms that have been implemented in the last 12 months are outlined in **Table 2.3.**

Table 2.3 Additional Engagement Activities

Mechanism	Details
The New M5 Community Information Centre	Opened in November 2016, the centre is open five days a week and is staffed by members of the community engagement team. It features displays of project information and the SPI model.
Targeted communication with residents and businesses	Includes door knocks, phone calls, meetings and notifications.
Community forums and information sessions	Providing community residents with direct access to the project team. The forums are held quarterly to provide the latest information on construction and design and other matters of interest to the local community.
Community Engagement Officers	Eleven full time staff that can be accessed by phone and email.
Place Managers	Dedicated community relations officers for each precinct/project area.
Social media	Updates and engagement through Facebook, Twitter and LinkedIn. Facebook in particular is used to provide visual project updates and the page has approximately 10,000 followers.
Monthly meetings with Local Councils	Monthly meetings with Canterbury-Bankstown, Bayside, City of Sydney, Georges River, and Inner West Councils, with the purpose of seeking feedback on design, community issues and construction updates.
Stakeholder briefings	Meetings with local community and stakeholder groups, for example local schools to gather feedback and provide project updates.
Issue-based engagement	Engagement with stakeholders in response to a specific issue e.g. Consultation on Kingsgrove noise attenuation features (mound and noise wall options). This involved surveys mailed to 3,000 residents, emails to 300 registered stakeholders, and doorknocking of approximately 50 properties next to the existing mound.
Construction updates*	Since mid-2017 construction updates have been issued at least quarterly to residents and businesses across the following areas: • Kingsgrove (2,800 households) • St Peters (6,500 households) • Bexley (1,500 households) • Arncliffe (1,500 households).
Website	Regularly updated with information including work notifications, plans, reports and project news

Mechanism	Details
Traffic updates	Regular traffic updates via traffic reports, Australian Traffic Network and advertising
Signage	VMS and static signage
'Health checks'	Regular 'health checks' with affected or directly impacted stakeholders
Fact sheets	Fact sheets focusing on: • Closure of the Alexandria Landfill • New M5 Heritage Salvage • New M5 Heritage • Managing Hazardous Materials • Tunnelling • Air quality and tunnel ventilation • Caring for the environment.
Air Quality Community Consultative Committee (AQCCC)	Scheduled to be established by late 2017 the committee will meet up to 4 times per year Committee will consider, review and advise on air quality topics including: • Location of air quality monitoring stations required in accordance with the CoA's • Operation environmental management plans and other relevant operation stage documents • Compliance tracking and audit reporting • Complaints related to operational air quality • Dissemination of monitoring results and other information on air quality issues.
Urban and landscape design workshops, briefings and information sessions	Community Information Sessions, briefings and workshops held with stakeholders in the lead up and during the New M5 urban design and landscape plan exhibition in April 2017. Local council representatives are involved in the New M5 Urban Design Review Panel which held a series of workshops and meetings in the lead up to and during the exhibition of the New M5 urban design and landscape plan.
Tool box talks	Daily briefings conducted by CDS with workers prior to the start of work on site each day. The tool box talks cover a range of site specific information regarding working in close proximity to people's homes and businesses.
Street meetings	Meetings held by CDS with residents to provide project updates to provide targeted location specific design and construction information and to provide local residents with easy access to project staff.

*Replaces project updates post-EIS

As the Project moves significantly into its construction phase, opportunities exist to further tune and tailor the Project's engagement approach to specific stakeholder information needs and preferences across the respective Project Precincts; and to further involve community residents and key stakeholders in design and planning of specified development works that will enhance community cohesion (refer to **Appendix 1** – **CCP**).

Details of the engagement and consultation activities to be undertaken during operation of the New M5 are detailed at Section 6.2.

3.0 Precinct Analysis

3.1 Defining the Precincts

Condition B66(a)(i) requires the CSMP to include *a refined precinct-based spatial analysis based on representative local communities and stakeholders impacted by the SSI* (refer to **Section 1.3**).

In alignment with this condition, four precincts have been defined and include from east to west:

- Precinct 1: St Peters Interchange and local road upgrades
- Precinct 2: Arncliffe
- Precinct 3: Bexley
- Precinct 4: Kingsgrove.

Precincts are presented along the entire alignment in **Figure 3.1**.

Precincts have been defined to include all communities and stakeholders directly impacted in close proximity to the SSI. Note that this excludes communities and stakeholders who are further away from the New M5 alignment yet may still experience impacts such as increased traffic flows or reduced travel times.

It also excludes stakeholders in areas that may experience indirect economic impacts, such as through business or employee expenditure across Sydney and beyond. Therefore, the precincts can be thought of as a 'social easement' that includes stakeholders or communities who interact with the New M5 in ways other than through car travel or economic transactions.

Precincts were defined in consideration of:

- the construction activities within each Precinct and operational facilities which will remain in each Precinct post-project completion (e.g. ventilation facilities, Motorway Operational Centre, fire water deluge tank compounds etc.)
- stakeholders predicted to experience amenity impacts as defined in the EIS using relevant air quality and noise impact contours and identification of sensitive receivers
- key nearby business districts, residential areas and other localities predicted to be impacted by the Project.

It is considered that the precincts developed in consideration of these three factors covers the geographic region where social impacts are likely to be experienced, noting the exclusions mentioned above. Given that the New M5 is linear and crosses numerous administrative borders, no boundaries at a suitable level of analysis following the alignment were found within the Australian Bureau of Statistics (ABS) Australian Statistical Geography Standard (ASGS 2011 edition). As such, custom precinct boundaries were collated using selected Statistical Area Level 1 (SA1) boundaries. SA1s are the smallest geographic region available through TableBuilder Pro for the ASGS 2011 edition. They are approximately the size of a few streets in urban areas and there are 54,805 SA1s covering the whole of Australia without gaps or overlaps, each referred to via a seven digit code[9]. The SA1s used within each precinct are presented below.

[9] http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/1270.0.55.001July%202011

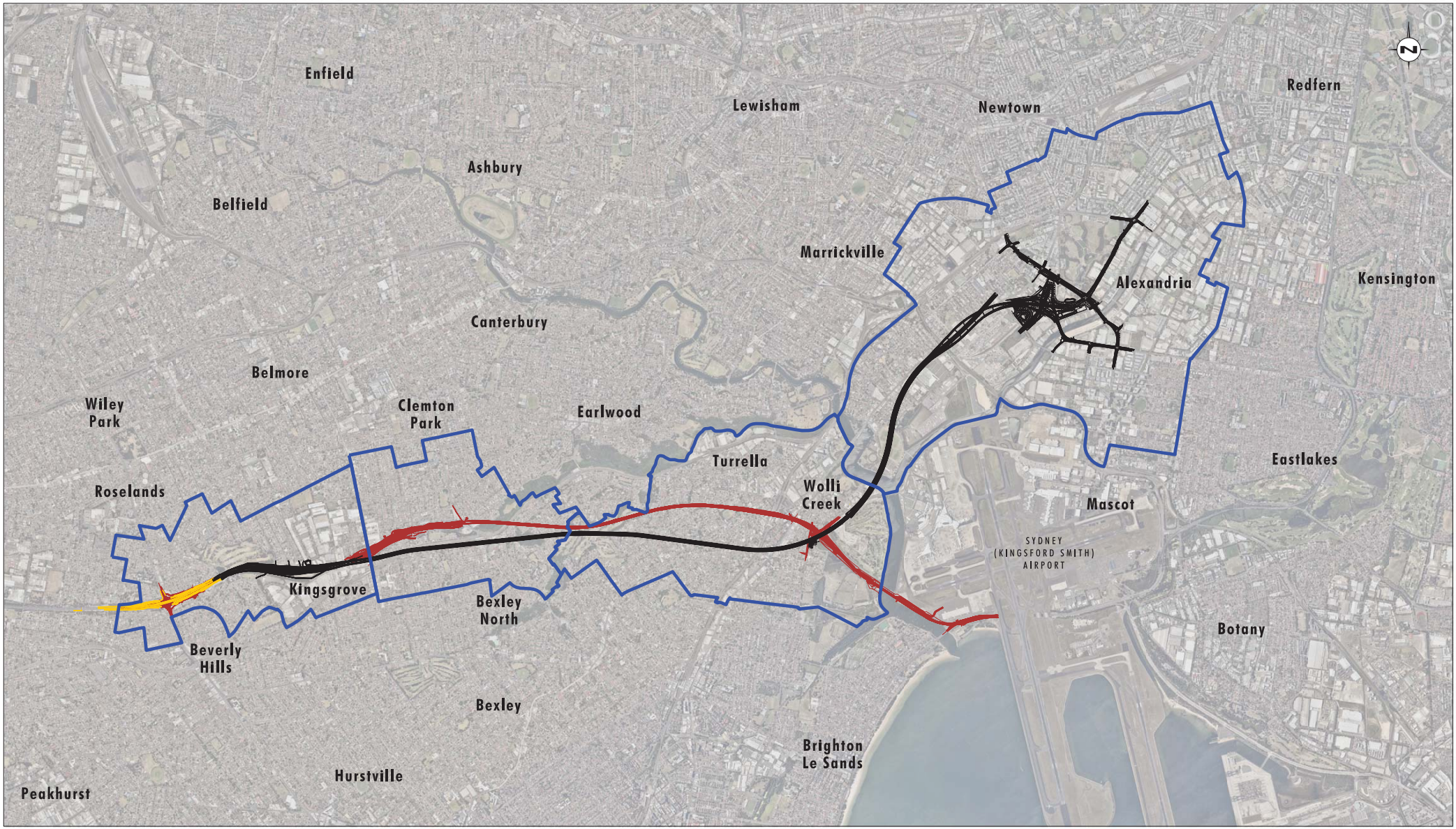


Image Source: Nearmap (Jan 2017)
Data Source: Australian Bureau of Statistics (July 2011)

Legend
- WestConnex Stage 2 - New M5
- Existing M5
- King Georges Road Interchange
- Precinct Boundary

FIGURE 3.1
Overall Alignment of the New M5 with Precincts Areas

Precinct 1 – St Peters Interchange and local road upgrades SA1 boundaries

1132810	1132802	1133208	1133005	1132204	1132815
1132811	1132803	1133207	1133004	1132219	1133001
1132814	1132801	1133206	1133007	1132216	1133015
1132813	1132806	1132819	1133008	1133016	1133021
1132812	1132804	1132820	1133010	1133002	1133012
1132817	1132816	1132822	1133023	1133017	1133006
1132808	1132658	1133222	1133011	1133028	1132203
1132809	1132631	1133223	1133014	1133032	1132202
1132807	1132821	1133243	1133013	1133030	1132201
1132818	1133218	1133027	1133018	1133022	1132218
1132217	1133220	1133026	1133020	1133031	
1132805	1133219	1133003	1133019	1133029	

Precinct 2 – Arncliffe SA1 boundaries

1137501	1137507	1137513	1137519	1137525	1137531
1137502	1137508	1137514	1137520	1137526	1137532
1137503	1137509	1137515	1137521	1137527	1137533
1137504	1137510	1137516	1137522	1137528	1137534
1137505	1137511	1137517	1137523	1137529	1137535
1137506	1137512	1137518	1137524	1137530	

Precinct 3 – Bexley SA1 boundaries

1136436	1136442	1137710	1137723	1137726	1136412
1137729	1136433	1137704	1137722	1137728	1136408
1136443	1136437	1137711	1137727	1136440	1136434
1136425	1136453	1137709	1137725	1136441	

Precinct 4 – Kingsgrove SA1 boundaries

1136705	1136431	1136714	1137001	1136429	1137011
1136438	1136428	1136719	1137029	1137027	1136718

1136716 1136715 1136713 1137030

3.2 Precinct Characteristics

A profile of a 'typical resident' consisting of average demographic details has been constructed for each Precinct in **Sections 3.2.1** to **3.2.4** based on key demographic indicators obtained from the 2011 Census of Population and Housing[10], including:

- **Age**: Proportion of total population by 10 year age group, to understand the general demographic makeup by life stage.
- **Employment:** Proportion of people employed full time, part time, unemployed, or not part of the labour force, such as children and retirees, to broadly understand the engagement of the population with the wider economy.
- **Socioeconomic Advantage and Disadvantage:** The Socioeconomic Indices for Areas (SEIFA) is a series of indices that rank the Australian population into deciles – groups of 10% of the population from 1 (lowest) to 10 (highest) – in relation to a series of socioeconomic indicators. The decile presented is the most common decile for the Precinct, with the percent of the Precinct population that fits within that decile. Deciles of relative Socioeconomic Advantage and Disadvantage are presented; a composite index including levels of income, housing, education, disability and other relevant indicators[11].
- **Home ownership:** Provides summary dwelling tenure information, as a proxy to estimate the level of investment in people's housing and local community.
- **Travel to work:** the typical modes of transport used to commute to work, indicative of access to transport infrastructure.
- **Mobility:** Refers to population mobility, where a less mobile population (i.e. a higher proportion having lived in their current residence for more than five years) is indicative of a stable and connected community.
- **Language spoken at home:** To understand the cultural diversity of a population and identify what other languages may be useful or necessary for effective communication and engagement.

Each section also contains general information that characterises the Precincts in relation to education services, industry, recreation and connectivity, noting key stakeholders as identified within the CCS[12].

Summary population statistics, Local Government Areas (LGAs) and suburbs within each precinct are presented in **Table 3.1.**

[10] Note that 2016 census data had not been released at time of report preparation. 2016 data is being progressively released, with key release dates in July 2017, October 2017 and later for derivative products such as the SEIFA. Up to date data is available via the ABS Census website at http://www.abs.gov.au/websitedbs/D3310114.nsf/Home/Census

[11] For more information see http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/2033.0.55.001main+features100042011

[12] Note that additional education service providers not identified within the CCS stakeholder list have been included to ensure comprehensive coverage within the Precincts

Table 3.1 LGA, suburb and population

Precinct	Represented LGA	Suburbs included	Population
1	City of Sydney Council	Alexandria, Erskineville, Newtown	27,768
	Inner West Council	Marrickville, Newtown, St Peters, Tempe, Sydenham	
	Bayside Council	Mascot	
2	Bayside Council	Arncliffe, Wolli Creek, Turrella, Bardwell Valley	14,671
3	Bayside Council	Bexley North, Kingsgrove, Bardwell Park	8,919
	Canterbury Bankstown Council	Earlwood	
4	George's River Council	Kingsgrove, Beverley Hills	6,742
	Canterbury Bankstown Council	Kingsgrove, Roselands, Narwee, Beverley Hills	

Overall, the populations in Precincts 2, 3 and 4 are relatively similar, noting that the population in Precinct 2 is younger and more likely to be in full time employment than the populations in Precinct 3 and 4. Populations in Precincts 3 and 4 also have lower rates of labour force participation. Along with having slightly older populations, Precincts 3 and 4 have higher proportions of people who own their homes outright and have lived there for more than five years.

The population in Precinct 1 evidences greater difference when compared with the other three Precincts, in that the area has:

- substantially fewer people of retirement age and correspondingly higher labour force participation, especially in full time employment
- notably lower levels of homes owned outright, with higher rates of mortgaged properties, rentals and other housing types (e.g. group/share housing, off market rentals etc.)
- significantly higher rates of advantage and lower rates of disadvantage: 61% of the population in deciles 9 and 10 compared with 12% in Precinct 2, 0% in Precincts 3 and 4
- more transient residents, with 63% of people having lived elsewhere in the five years prior to the census
- more people who speak English at home, being almost 70%, compared with approximately 40% of persons in the other three Precincts.

Based on the demographic data reviewed the population in Precinct 1 is generally considered to be:

- more resilient and understanding when faced with social changes (higher employment, English speaking, very high level of advantage)
- less cohesive as an overall community (lower home ownership, more transient community).

Note that general demographic trends may not accurately reflect the situations of particular individuals or groups within a precinct and have not been validated through direct engagement with a sample of each Precinct's population.

3.2.1 Precinct 1: St Peters Interchange and local road upgrades

Precinct 1 with key stakeholder groups and geographic features is depicted in **Figure 3.2** along with summary demography information

The typical resident within Precinct 1 is in their mid-30's, employed full time and either rents or has a mortgage. They're highly advantaged when compared to the overall population of Australia, drive or catch the train to work and moved to their current address less than five years ago. They more than likely speak English at home.

Key education, industry, recreation and connectivity, stakeholders and locations are listed in **Table 3.2**.

Table 3.2 Precinct 1 – St Peters Interchange and local road upgrades stakeholders and key locations

Education and Childcare	Recreation Facilities and Parks	Transport, parking and connectivity	Local Industry and Business areas
1) St Peters Public School	1) Sydney Park	1) Erskineville Station	1) Sydney Park Road businesses area
2) Camdenville Public School	2) Simpson Park	2) St Peters Station	2) Euston Road business area
3) St Pius School	3) Sydenham Green	3) Sydenham Station and Bus Interchange	3) Burrows Road business area
4) Tempe High School	4) Tempe Golf Driving Range	4) Mascot Station	4) Sydney Corporate Park
5) Building Blocks Early Education Childhood Learning Centre	5) Camdenville Park	5) Green Square Station and Bus Interchange	5) Ricketty Street business area
6) Active Kids Preschool			6) Bourke Road business area
7) Aero Kids Early Learning Centre			7) Gardeners Road business area
8) The Joey Club			8) Canal Road business area
9) Betty Spears Child Care Centre			9) Campbell Street business area
10) Erskineville Public School			10) May Street business area
11) St Mary's Catholic Primary School			
12) Alexandria Park Community School			
13) Mascot Public School			

Education and Childcare	Recreation Facilities and Parks	Transport, parking and connectivity	Local Industry and Business areas
14) Tempe Public School			
15) St Peters Community Preschool			

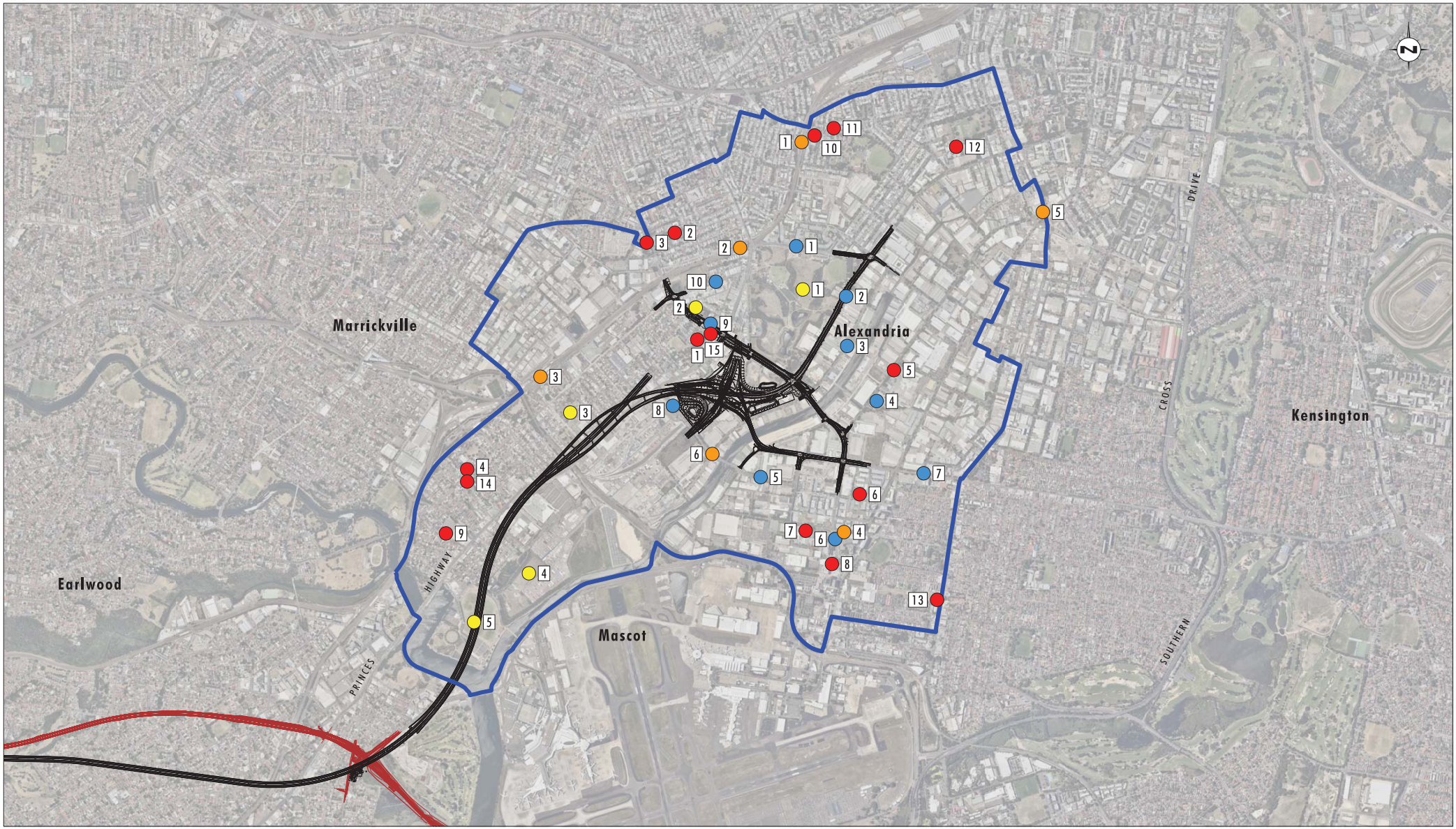


Image Source: Nearmap (Jan 2017)
Data Source: Australian Bureau of Statistics (July 2011)

Legend

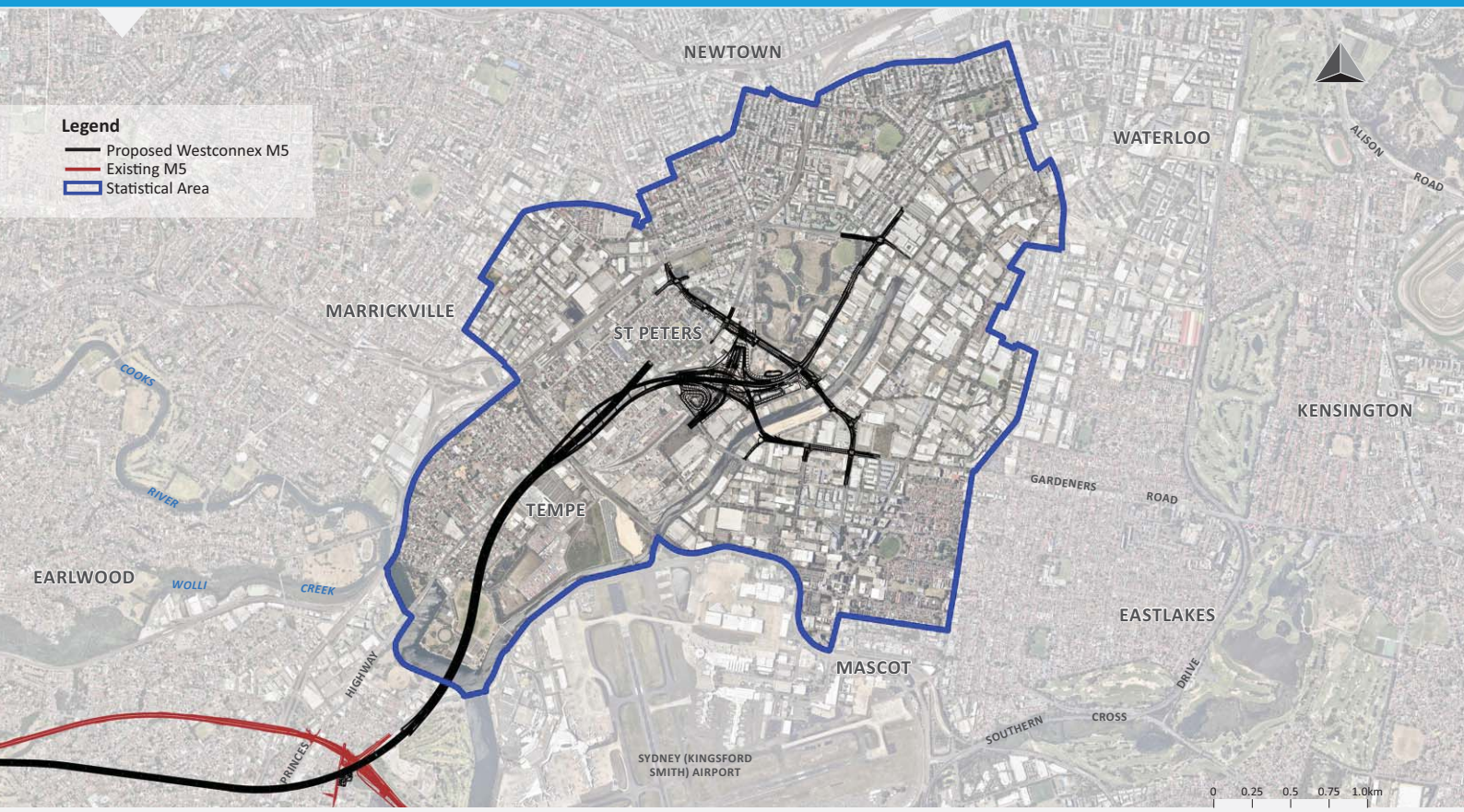
- WestConnex Stage 2 - New M5
- Existing M5
- Precinct Boundary
- Education and Child Care
- Local Industry and Business Areas
- Recreation Facilities and Parks
- Transport, Parking and Connectivity

FIGURE 3.2

Precinct 1
St Peters Interchange

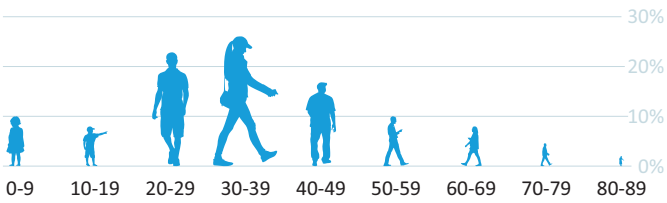
Precinct 1

St Peters Interchange



KEY DEMOGRAPHICS

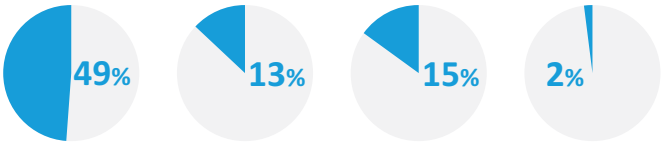
Age



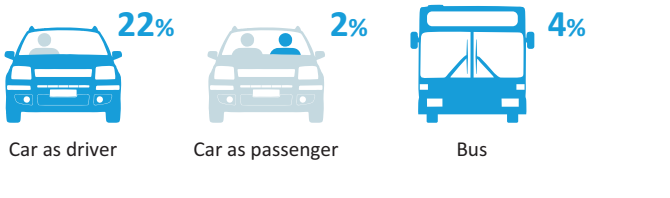
Lived in current home for last 5 years

37%

Employment



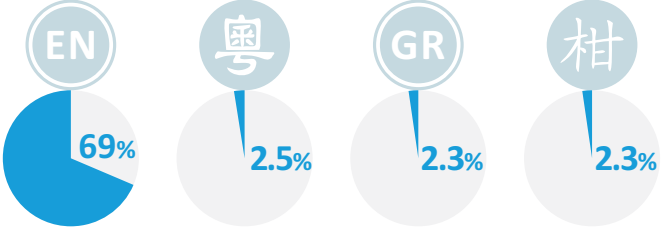
Travel to work



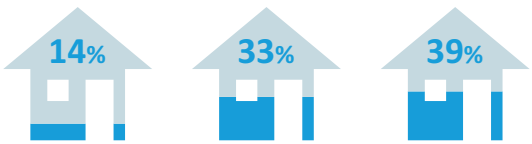
Socio-Economic Advantage and Disadvantage

Highly advantaged

Language spoken at home



Home ownership



3.2.2 Precinct 2: Arncliffe

Precinct 2 with key stakeholder groups and geographic features is depicted in **Figure 3.3** along with summary demography information.

The typical resident within Precinct 2 is in their 20's or 30's, and is employed full time or not part of the labour force. They are almost as likely to own their own home as have a mortgage or pay rent. They're about average in terms of advantage and disadvantage when compared to the overall population of Australia, drive to work and more likely than not moved to their current address more than five years ago. They may speak English at home, but may instead speak Arabic or another language.

Key education, industry, recreation and connectivity, stakeholders and locations are listed in **Table 3.3.**

Table 3.3 Precinct 2 – Arncliffe stakeholders and key locations

Education and Childcare	Recreation Facilities and Parks	Transport, parking and connectivity	Natural Features
1) Arncliffe West Infants School	1) Cooks River Rowing Club	1) Wolli Creek Interchange Station	1) Wolli Creek Regional Park
2) Athelstane Public School	2) St George Rowing Club	2) Arncliffe Station	
3) Arncliffe Public School	3) Kogarah Golf Course	3) Turrella Station	
4) St Francis Xavier Catholic Primary School	4) Cahill Park		
5) Turella Children's Centre	5) Arncliffe Park		
6) Al Zahra Kingdom	6) Bardwell Valley Golf Course		
7) Lady Bugs Childcare centre	7) Broadfoot Street Reserve		
8) Macedonian Community Child Care Centre	8) Banksia Field		
9) Busy Bee Long Day Child Care Centre	9) Barton Park		
10) Cairnsfoot School	10) Barton Park Golf Driving Range		
11) Kingdom Culture Christian School			

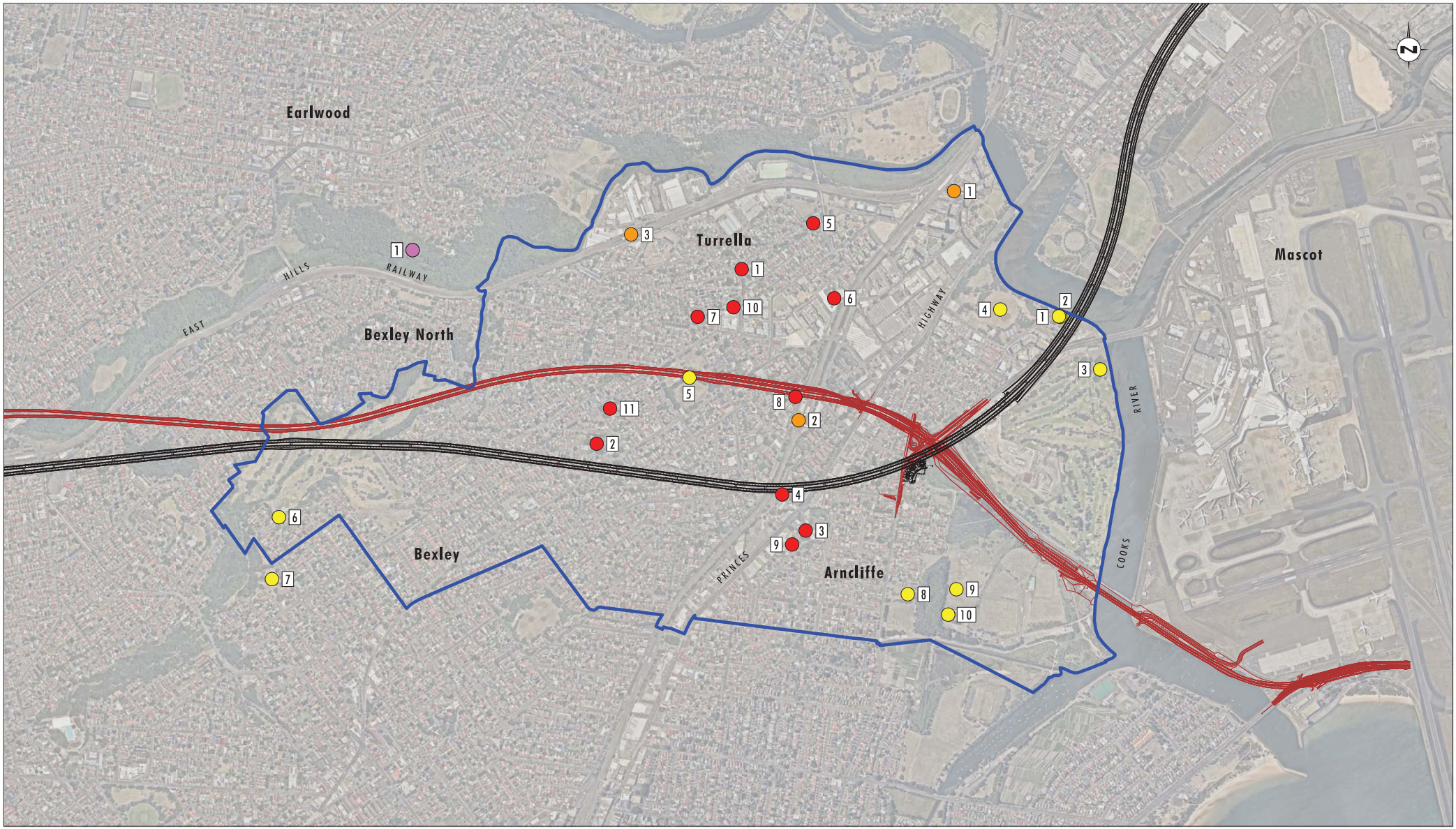


Image Source: Nearmap (Jan 2017)
Data Source: Australian Bureau of Statistics (July 2011)

Legend

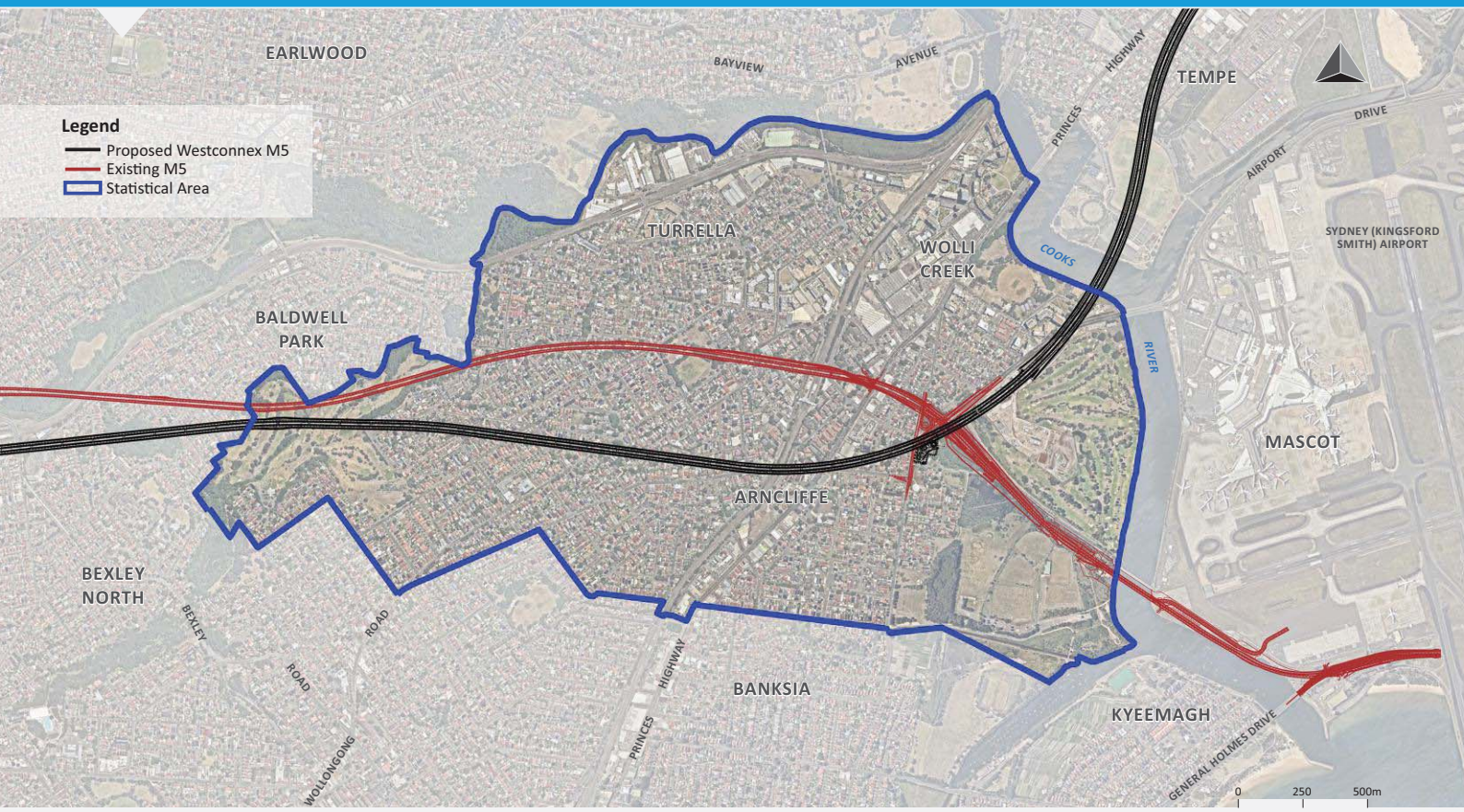
- WestConnex Stage 2 - New M5
- Existing M5
- Precinct Boundary
- Education and Child Care
- Natural Features
- Recreation Facilities and Parks
- Transport, Parking and Connectivity

FIGURE 3.3

Precinct 2
Arncliffe

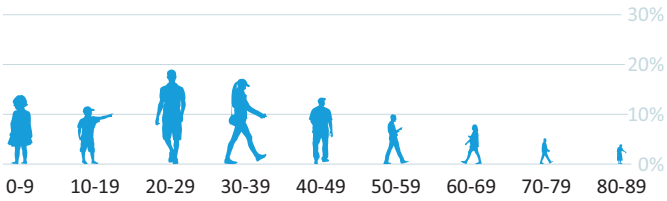
Precinct 2

Arncliffe



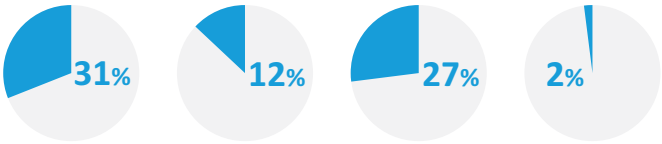
KEY DEMOGRAPHICS

Age

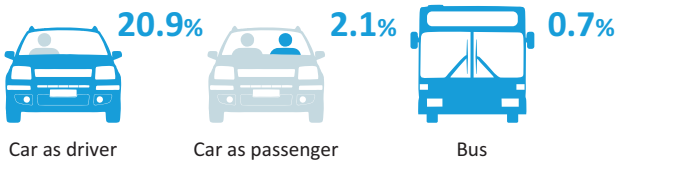


Lived in current home for last 5 years

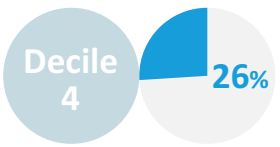
Employment



Travel to work

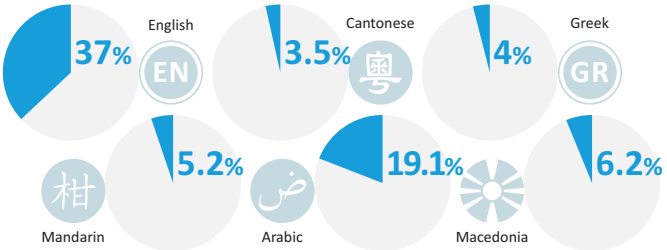


Socio-Economic Advantage and Disadvantage

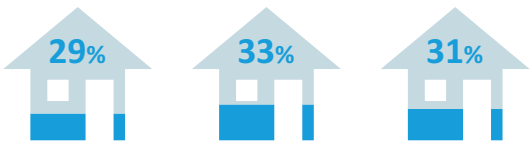


Average advantage/disadvantage

Language spoken at home



Home ownership



3.2.3 Precinct 3: Bexley

Precinct 3 with key stakeholder groups and geographic features is depicted in **Figure 3.4** along with summary demography information

There is a wide range of ages in Precinct 3, meaning that the typical resident is likely to be six to 60. Overall they are likely to outside of the labour force (such as children or retirees). Those that work are likely to be working full time. Home ownership is high and they're around average in terms of advantage or disadvantage when compared to the overall population of Australia. They drive to work, more likely than not have moved to their current address more than five years ago and likely speak English at home.

Key education, industry, recreation and connectivity, stakeholders and locations are listed in **Table 3.4.**

Table 3.4 Precinct 3 – Bexley stakeholders and key locations

Education and Childcare	Recreation Facilities and Parks	Transport, parking and connectivity	Local Industry and Business areas
1) Clemton Park Public School	1) Beaumont Park	1) Bexley North Station	1) Shaw Street business area
2) St Ursula's College	2) Kingsgrove Avenue Reserve		2) Slade Road business area
3) Hilltop Kids Long Day Care Centre	3) Stotts Reserve		3) Retails services, cafes and restaurants, real estate agents and supermarket
4) Kingsgrove Kindergarten	4) Kookaburra Reserve		
5) Cheeky Monkeys Day Care Centre	5) Whitebread Park		
6) Our Lady of Fatima Catholic Primary School	6) Wolli Creek Regional Park		
7) Bexley North Public School	7) M5 linear park		

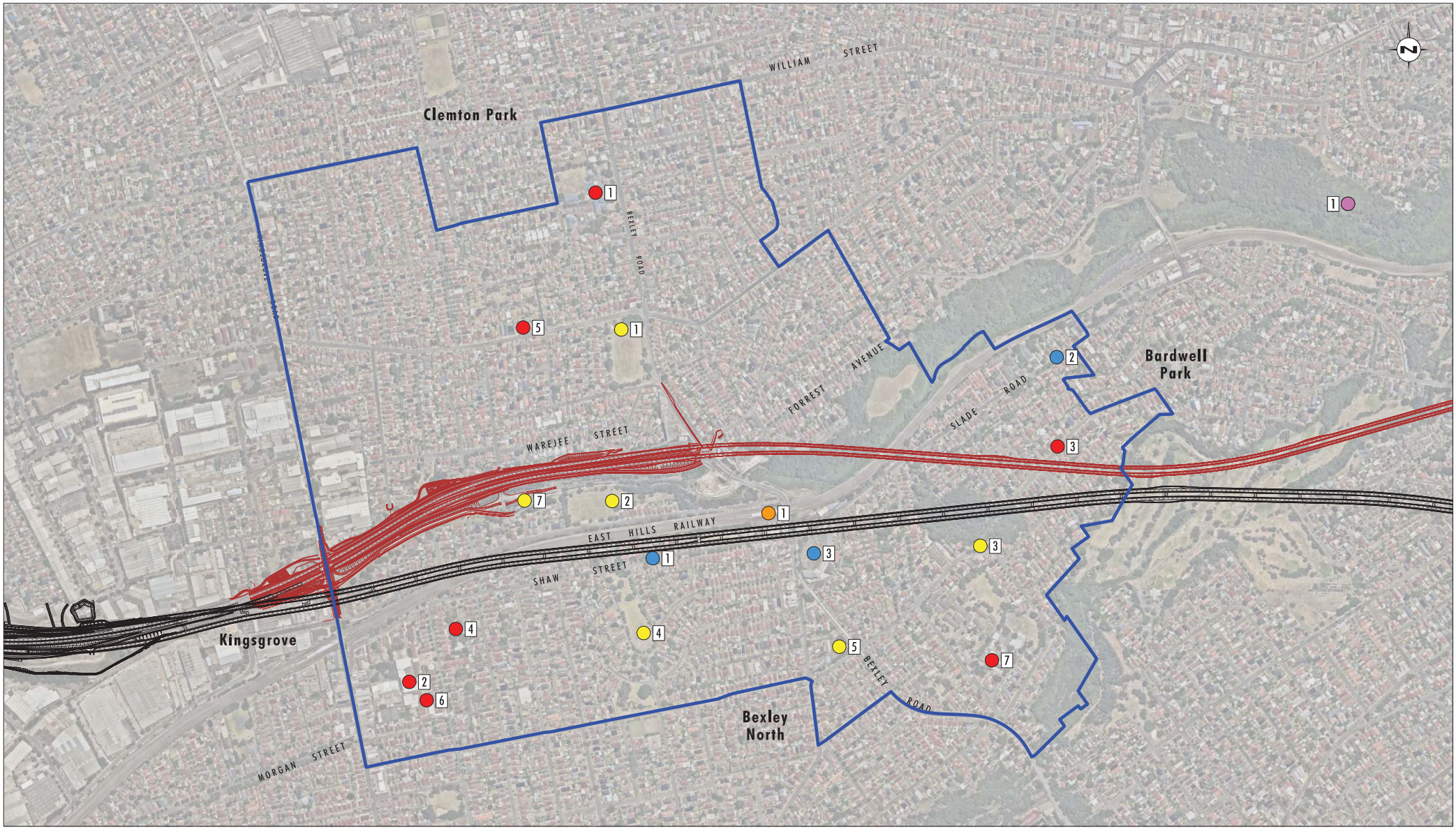


Image Source: Nearmap (Jan 2017)
Data Source: Australian Bureau of Statistics (July 2011)

Legend

- WestConnex Stage 2 - New M5
- Existing M5
- Precinct Boundary
- Education and Child Care
- Local Industry and Business Areas
- Natural Features
- Recreation Facilities and Parks
- Transport, Parking and Connectivity

FIGURE 3.4

Precinct 3 Bexley

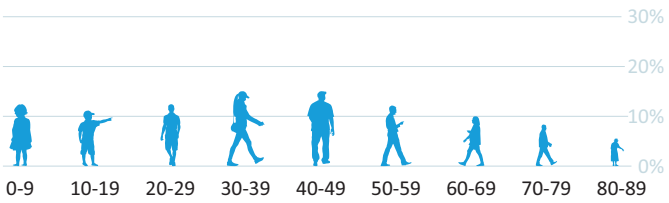
File Name (A3): R02/3980_009.dgn
20170525 13.38

Precinct 3

Bexley

KEY DEMOGRAPHICS

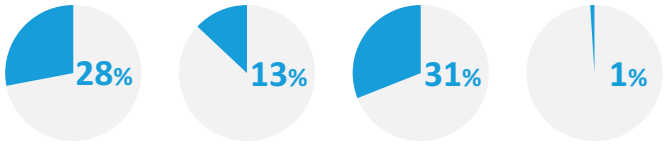
Age



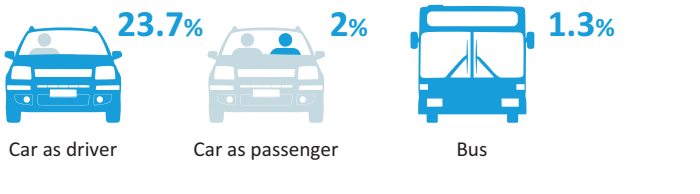
Lived in current home for last 5 years

62%

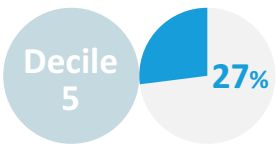
Employment



Travel to work



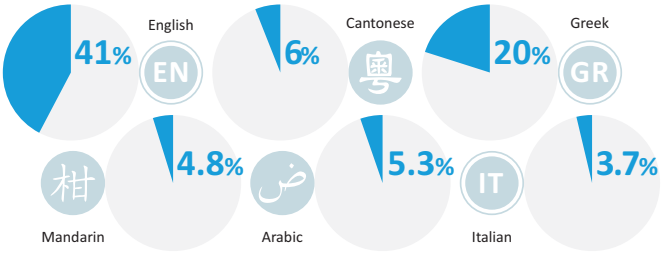
Socio-Economic Advantage and Disadvantage



Average advantage/disadvantage

Home ownership

Language spoken at home



3.2.4 Precinct 4: Kingsgrove

Precinct 4 with key stakeholder groups and geographic features is depicted in **Figure 3.5** along with summary demography information

The typical resident within Precinct 4 is in their mid-40's. Overall they are likely to outside of the labour force (such as children or retirees). Those that work are likely to be working full time. Home ownership is high and they're slightly higher than average in terms of advantage and disadvantage when compared to the overall population of Australia. They drive to work, more likely than not have moved to their current address more than five years ago and likely speak English at home.

Key education, industry, recreation and connectivity stakeholders and locations are listed in **Table 3.5**

Table 3.5 Precinct 4 – Kingsgrove stakeholders and key locations

Education and Childcare	Recreation Facilities and Parks	Transport, parking and connectivity	Local Industry and Business areas
1) Kingsgrove World of Learning	1) Clemton Park	1) Kingsgrove Station	1) Kingsgrove Road and Garema Circuit business area
2) Kingsgrove North High School	2) Forrester Reserve		2) Retail services, cafes and restaurants located on Kingsgrove Road
3) McCallums Hill Public School	3) Beverly Grove Park		
	4) Canterbury Golf Course		
	5) M5 Linear Park		

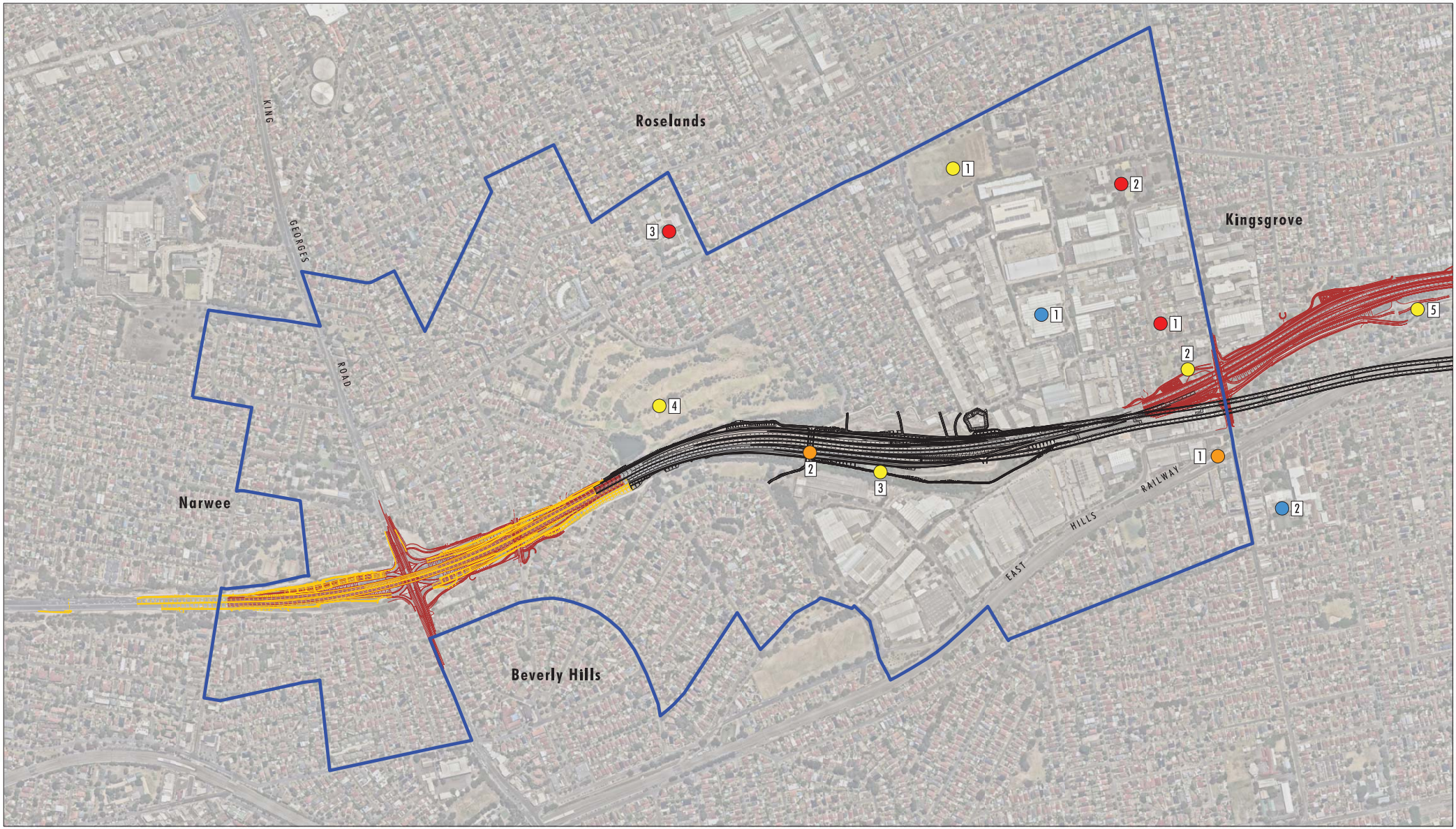


Image Source: Nearmap (Jan 2017)
Data Source: Australian Bureau of Statistics (July 2011)

0 100 250 500m
1:10 000

Legend

- WestConnex Stage 2 - New M5
- Existing M5
- King Georges Road Interchange
- Precinct Boundary
- Education and Child Care
- Local Industry and Business Areas
- Recreation Facilities and Parks
- Transport, Parking and Connectivity

FIGURE 3.5

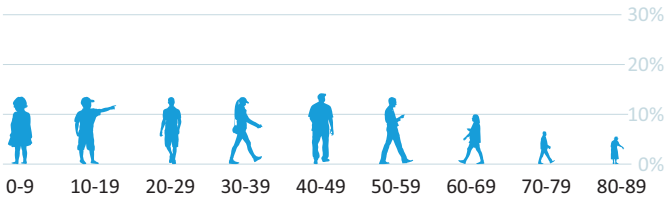
Precinct 4
Kingsgrove

Precinct 4

Kingsgrove

KEY DEMOGRAPHICS

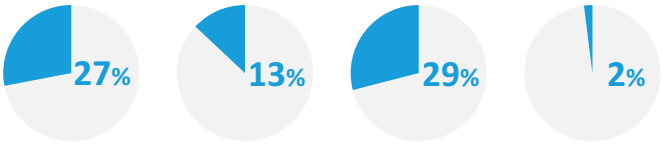
Age



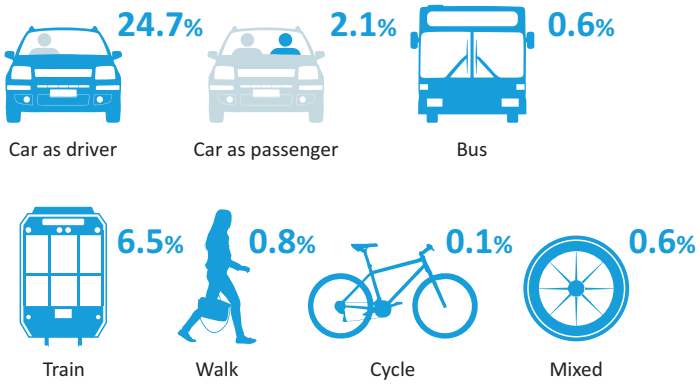
Lived in current home for last 5 years

61%

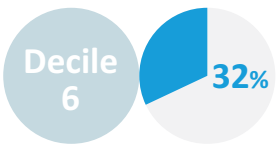
Employment



Travel to work

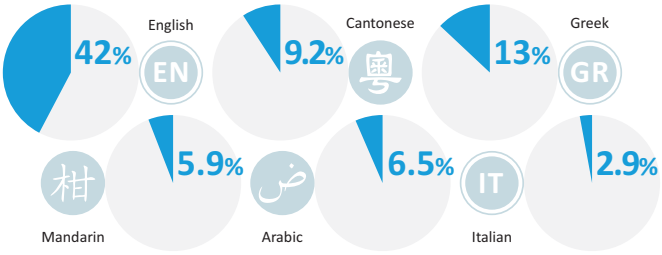


Socio-Economic Advantage and Disadvantage



Average advantage/disadvantage

Language spoken at home



Home ownership

4.0 Impact Assessment

4.1 Overview

This section provides an overview of the impacts that have been predicted and experienced as a result of the development (EIS) and implementation of the New M5 Project to date.

While there may be a range of predicted social and environmental impacts associated with a project, social risks extend beyond merely 'technical' risks (i.e. hazards), to include the potential for 'outrage', that is people's perceptions (including fears/aspirations) of the risk or the hazard (Sandman, 1993).

Risk = Hazard + Outrage

Consequently, this section highlights both predicted impacts (from the Project's EIS and related assessments) and stakeholder and community perceptions of risk as documented through analysis of Project consultation databases, complaints registers and through consultation and engagement activities with internal and external stakeholders, as outlined in **Section 2.3** of this report.

Such an approach affords integration of both expert and local knowledge bases in impact assessment, enabling risk to be addressed more holistically; and affords the development of more effective impact minimisation, mitigation and amelioration and enhancement strategies.

As Sandman (1990) outlines, community and stakeholder perceptions of risk can also be more effectively managed through effective engagement practice. The following factors are particularly salient in developing effective engagement programs.

- **Voluntary vs Coerced Involvement** – make involvement as voluntary as possible
- **Natural vs Industrial** – natural risks more accepted than industrial related risks
- **Fair vs Unfair** – reduce risk where you can
- **Familiar vs Exotic** – make things more familiar
- **Not Memorable vs Memorable** – learn from mistakes
- **Not Dreaded vs Dreaded** – reduce the dread
- **Knowable vs Unknowable** – provide access to data to reduce uncertainty
- **Morally Irrelevant vs Morally Relevant** – aim for zero risk
- **Individual Control vs System Control** – give some control over the process
- **Trustworthy vs Untrustworthy** – do what you say you will
- **Open process vs Closed process** – be transparent and provide feedback.

In relation to the development of the CSMP, Condition (B66) clearly outlines the need for the proponent to:

> *(a) Identify the social impacts of the State Significant Infrastructure (SSI), including cumulative impacts resulting from the various stages of the SSI (including construction and operation) in directly affected precincts including:*
>
> *(i) a refined precinct-based spatial analysis based on representative local communities and stakeholders impacted by the SSI;*
>
> *(ii) at what stage the identified impact is likely to occur;*
>
> *(iii) identification of stakeholders and communities directly affected by each identified impact;*
>
> *(iv) assessment of the identified social impacts including type, probability and consequence;*

Table 4.1 summarises the sources reviewed to identify the Project impacts in this regard.

Table 4.1 Sources used to identify impacts

Source	Source Date
• New M5 Environmental Impact Study and Pre-EIS documentation	Lodged November 2016
• Consultation Manager database records kept by SMC and CDS-JV, December 2008 to March 2017	August 2016 to March 2017
• Complaints Register	August 2016 to March 2017
• Community Consultation Strategy (CCS)	Rev03, July 2016
• Stage 1 Umwelt consultation with internal stakeholders including: ○ M5 AT Planning Compliance Team ○ M5 AT Construction Manager ○ M5 AT St Peters Interchange and Property Team ○ M5 AT Tunnelling Project Manager ○ SMC Community Connections Team ○ M5 AT Western Surface Works Team ○ M5 AT Local Roads Team ○ SMC & M5 AT Communications and Community Engagement Teams ○ CDS-JV Community Relations and Planning and Environment teams	17 February to 14 March 2017
• Stage 2 Umwelt consultation with relevant Local Councils	2–9 May
• Stage 2 Umwelt Consultation with other relevant stakeholders e.g. education, business, community	28 April to 22 May 2017
• Stage 2 and 3 Consultation with DPE	Stage 2 –27 March 2017 Stage 3 –5 June 2017

4.2 Defining Impact Categories

Social impact categories that may need to be addressed as a result of a project are outlined in **Table 4.2** below. However, not all these social impact categories will be relevant to the M5 project.

It should be noted that these impact categories are outlined in the new Draft DPE SIA Guidelines for State Significant Development.

Table 4.2 Social Impact Categories

Category	Description
Peoples way of life	That is, how they live, work, play and interact with one another on a day to day basis
Their culture	That is, their shared beliefs, customs, values and language or dialect
The Community	Its cohesion, stability, character, services and facilities
Their Political System	The extent to which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose
Their Environment	The quality of the air and water people use, the availability and quality of the food they eat, the level of hazard or risk, dust and noise they are exposed to, the adequacy of sanitation, their physical safety, and their access to and control over resources
Their health and wellbeing	Health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity
Their personal & property rights	Particularly whether people are economically affected or experience personal disadvantage which may include a violation of their civil liberties
Their fears and aspirations	Their perceptions about their safety, their fears about the future of their community and their aspirations for their future and the future of their children

Source: IAIA (2015) Social Impact Assessment: Guidance for assessing and managing the social impacts of projects

Utilising the categories as defined in **Table 4.2** and referenced in the New SIA Guidelines (DPE, March 2017), the impacts and opportunities that have been addressed in the CSMP are identified in **Table 4.3.**

The themes have been developed post-analysis of the impacts, as identified and predicted in the EIS, as well as analysis of construction impacts being experienced in the construction phase of the Project, have been identified through review and analysis of the various sources outlined above.

Table 4.3 Social impact themes and sub categories

Impact theme	Sub-category
Environment 	• Contamination • Biodiversity • Soils • Surface water and hydrology
Health and safety 	• Human health impacts • Public risk – road user safety e.g. cars, pedestrians, cyclists • Public risk – road safety • Mental health e.g. stress

Impact theme	Sub-category
Sense of community/Community cohesion 	• Property acquisition • Population decline • Loss of neighbours • Loss of community networks • General lifestyle impacts e.g. loss of privacy
Social Amenity 	• Visual amenity • Noise/vibration • Increased traffic/traffic congestion • Air quality • Odour
Accessibility 	• Loss of parking • Access to services/businesses/roads • Access to social infrastructure e.g. schools, medical facilities, public transport • Access to residential properties • Access to transport • Active/recreational transport
Property and land use 	• Loss of recreational/community land or facilities • Residual land use and future development • Property values • Property damage
Service provision 	• Air transport • Public transport • Utilities
Heritage 	• Aboriginal heritage • Non-Aboriginal heritage
Transport 	• Heavy vehicle use • Travel times • Congestion

Impact theme	Sub-category
Economic & Financial 	• Impact to local business – negative • Impact to local business – positive • Toll costs
Information provision 	• Access to project information • Access to monitoring data
Licensing and regulations 	• Meeting regulatory requirements
Project design 	• Project design elements

4.3 Impact Assessment

As outlined in **Section 4.1**, this section provides an overview of the impacts that have been predicted and experienced as a result of the development (EIS) and implementation of the New M5 Project to date.

The impacts identified during the EIS assessment phases, prior to the commencement of construction activities and as a result of construction experienced to date, are outlined below based on the analysis of the relevant project related sources noted in **Table 4.1.**

4.3.1 Identified Impacts – EIS and Pre-Construction

The EIS was lodged in November 2015, with extensive community consultation conducted as part of this process. The impacts identified through consultation in relation to the New M5 Project's environmental assessment phase are summarised in the following figure. Consultation mechanisms utilised in the EIS assessment phase are documented in **Table 2.1.**

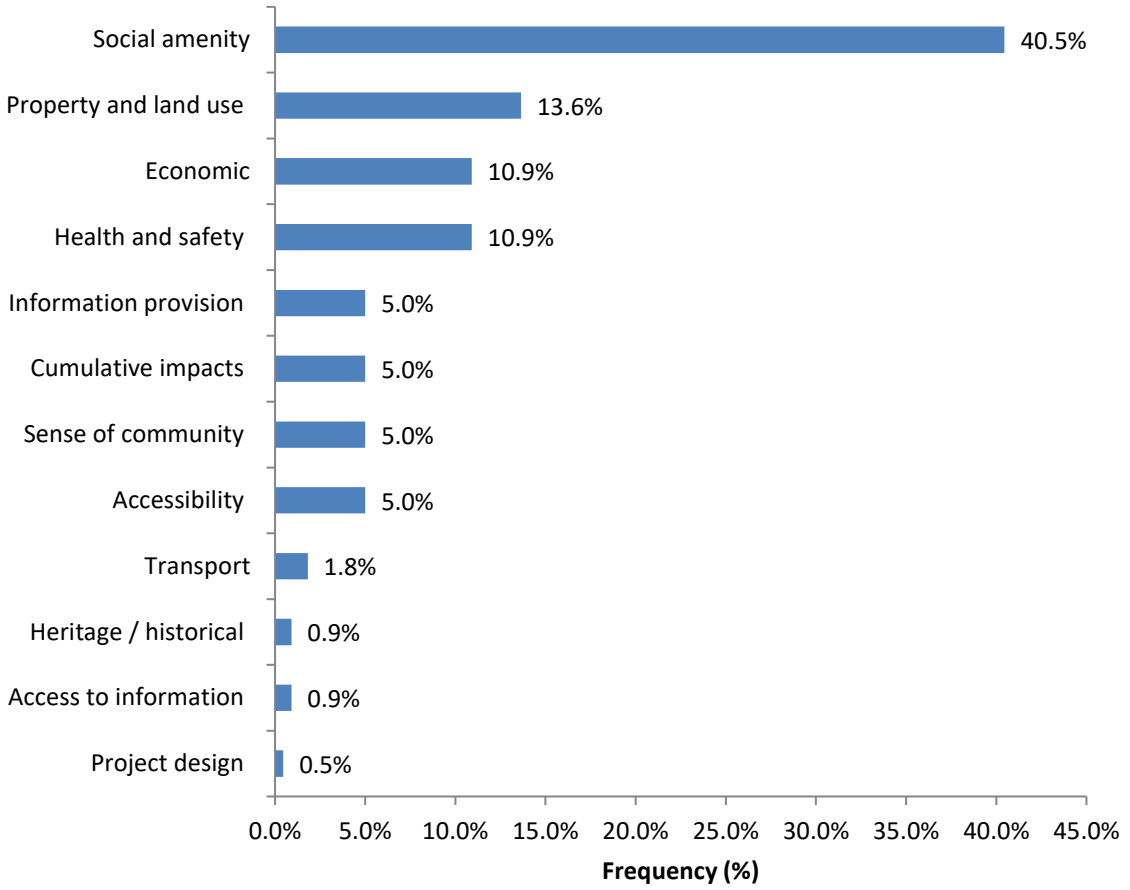


Figure 4.1 Key issues identified during consultation for the New M5 Project EIS

© Umwelt, 2017

As **Figure 4.1** illustrates, the most commonly raised issues in the EIS related to social amenity (40.5%), followed by property and land use (13.6%), economic impacts (10.9%) and impacts relating to health and safety (10.9%).

The predicted impacts identified in the EIS were then further analysed to determine the relevant project phase (i.e. either construction or operation). As illustrated in **Figure 4.2,** impacts to amenity tended to be raised with relevance to the construction phase of the Project; whereas impacts related to health and safety and property and land use were more frequently raised in relation to the operational phase. Economic impacts e.g. disruption to businesses etc. were also most commonly noted in relation to Project construction.

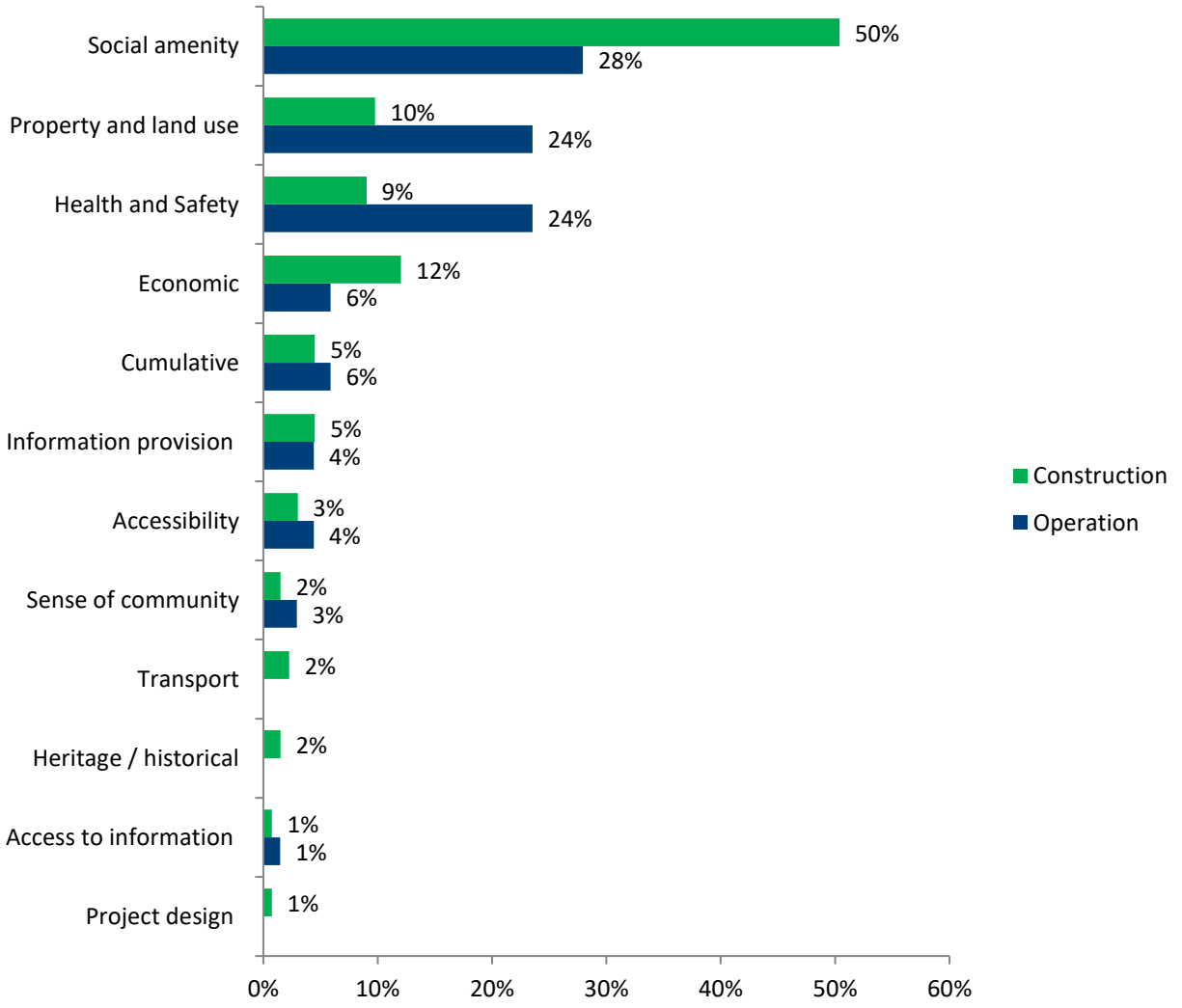


Figure 4.2 EIS Impacts by Project Phase

© Umwelt, 2017

A more detailed analysis of impacts by stakeholder groups can be found in the detailed CCS for the Project which have been summarised in **Figure 4.3**.

The following graphic has been sourced directly from the CCS and highlights potential local community and stakeholder issues/impacts of the project at that time. These impacts are also summarised in **Table 4.4**.

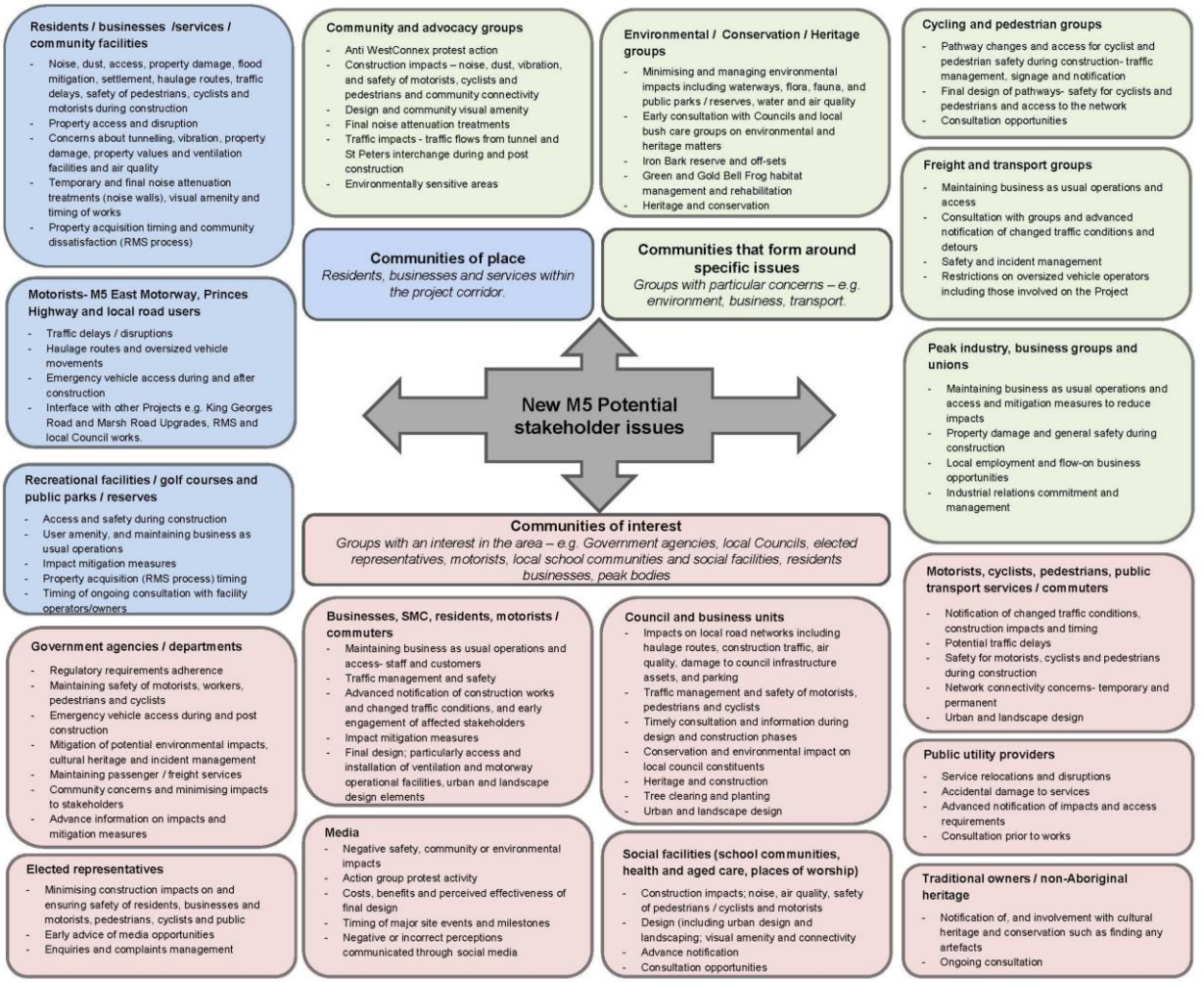


Figure 4.3 Potential local community and stakeholders issues – WestConnex New M5

© Umwelt, 2017, from CCS

Table 4.4 Predicted impacts/risks to residents identified in the CCS

Impact Area	Potential impact/risks
Traffic (Construction)	Construction vehicles and site access Property access Safety – vehicle and pedestrian Traffic volume increase on local roads Out-of-hours work Traffic changes including contra flow or detours Haulage routes Parking Work hours Business visibility Business access Public transport
Tunnelling	24/7 haulage Spoil storage and haulage routes (not on local roads) Noise and vibration Substratum acquisition Property damage Property condition survey Air quality Settlement Property damage Construction vehicles and site access Safety – vehicle and pedestrian Traffic volume increase on local roads Out-of-hours work
Air Quality	Construction activity, demolition Asbestos and contaminated material handling Ventilation facilities and tunnel portals Surface works Construction compounds Ventilation facilities

Impact Area	Potential impact/risks
Noise and vibration (Construction)	Removal of permanent noise barriers/mounds Concern about the reinstatement of the Kingsgrove noise mounds 24/7 tunnelling works Cumulative construction noise Out-of-hours work Sleep disturbance General construction works Property damage
Work hours	After-hours work One-off night works 24/7 tunnelling 24/7 haulage
Environmental/ Heritage	Concern about the reinstatement of the Kingsgrove noise mounds Temporary noise barriers and site hoarding/fencing Concern over threats to the Green and Golden Bell Frog and Ironbark Forest Contaminated land (including asbestos find and removal) Heritage management and conservation
Design	Perceived intrusiveness of SPI design Concern about the reinstatement of the Kingsgrove noise mounds Temporary noise barriers and site hoarding/fencing
Water quality, hydrology and flooding	Perceived impacts of design on water quality on Wolli Creek, Botany Bay, Towra Point Wetlands and Saltmarsh Concern about increased flooding of Wolli Creek, Alexandra Canal, Eastern Channel and Cooks River Impacts on Camdenville Park

In addition, the CCS also identified a number of potential impacts and risks to businesses, which are further detailed in **Table 4.5**.

Table 4.5 Predicted impacts to businesses

Impact Area	Potential impact/risks
Traffic	Access – customers, staff and deliveries Safety – vehicle and pedestrian Local traffic volumes Traffic changes including contra flow or detours Haulage routes
Parking	Parking – customers, staff, deliveries
Work hours	Out-of-hours work One-off night works 24/7 tunnelling 24/7 haulage
Business visibility	Temporary obstruction
Construction impacts	Noise and vibration Air quality/Dust Property damage Parking (work vehicles) Property access – investigation works
Business access	Vehicular Pedestrian/cyclist
Public transport	Temporary public transport changes Permanent public transport changes

Source: CCS (Rev02, July 2016)

4.3.2 Current Identified Impacts – Construction Phase

The current impacts of the Project at the time of preparation of this report have been determined through analysis of various sources including analysis of the Consultation Manager database and Complaints Register utilised for the Project; and from engagement with internal and external stakeholders relevant to the New M5.

This section begins with a summary of the stakeholder database and complaints register individually, then leads to an analysis of current issues/impacts based on the outcomes of consultation with key internal and external stakeholders. Further detail on each of the impact themes is provided, by Precinct; with the section concluding with a comparative analysis of the sources reviewed.

4.3.2.1 Consultation Manager Analysis

Consultation Manager is the database used by SMC and their contractors CDS-JV to record issues raised by stakeholders. At the time of writing, over 17,000 issues/comments have been logged in the system since December 2013.

The following figure details the issues identified following analysis of Consultation Manager Data entries. Where possible, data has been re-categorised according to the impact themes utilised for the CSMP development outlined in **Table 4.1.**

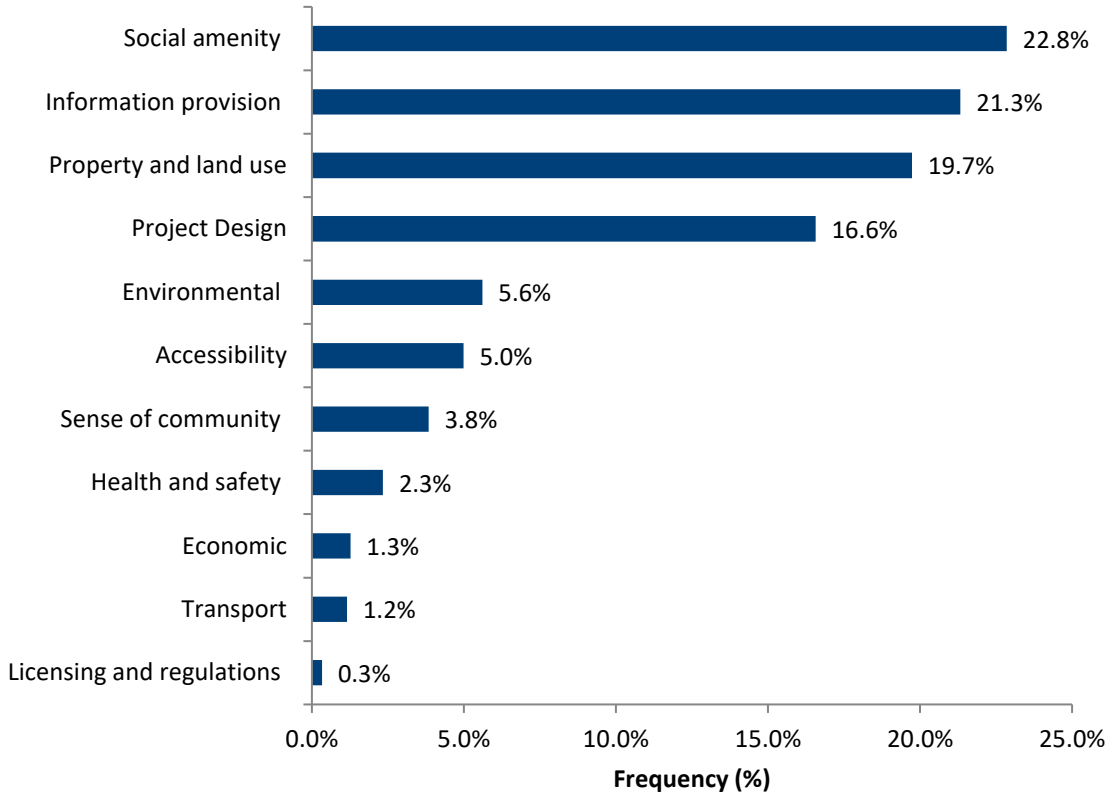


Figure 4.4 Issues identified through Consultation Manager

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As **Figure 4.4** illustrates, the most commonly identified issues documented in Consultation Manager relate to amenity, information provision, property and land use and project design. It is also worth noting that amenity and property and land use featured prominently (the top two identified impacts) in the EIS for the Project. Given how data has been entered into the Consultation management database, analysis of these impacts by project phase for this dataset was not feasible.

4.3.2.2 Complaints Register Analysis

A complaints register has been utilised by SMC since 29 August 2016, with complaints collected via email, telephone (including complaints line), in person and through social media for the WestConnex Project as a whole. SMC provide weekly outputs of the complaints register to DPE as part of their compliance requirements, and have done so since the inception of the Register.

Figure 4.5 summarises the issues/impacts raised through analysis of the complaints register entries for the New M5 Project only from August 2016 to March 2017. As the analysis suggests, the complaints received tended to be more related to immediate and often short-term construction issues, compared to the issues/impacts raised through engagement and documented in Consultation Manager.

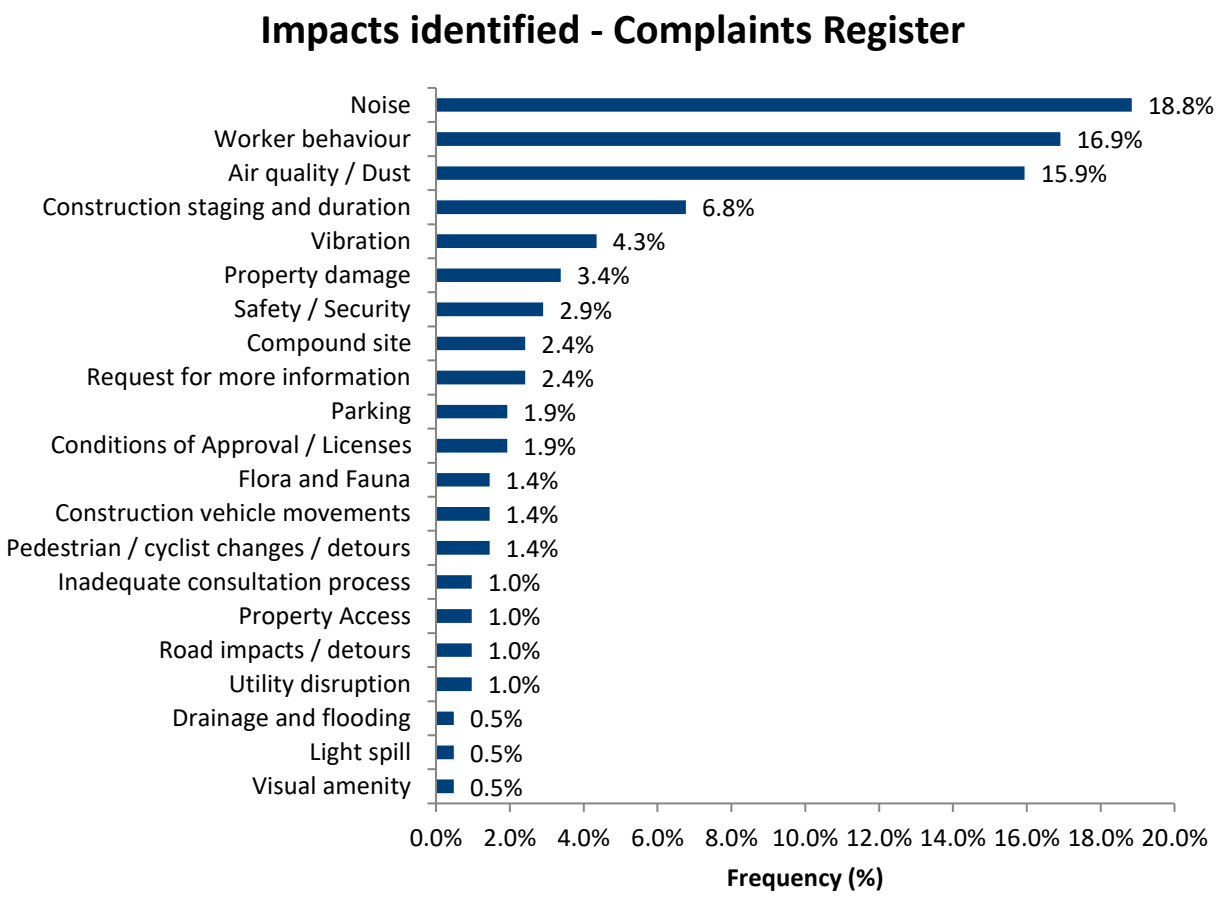

Figure 4.5 Issues from the complaints register

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As illustrated in **Figure 4.5**, the most commonly raised issues related to noise, air quality/dust and worker behaviour. **Figure 4.6** provides a further breakdown of complaints by precinct.

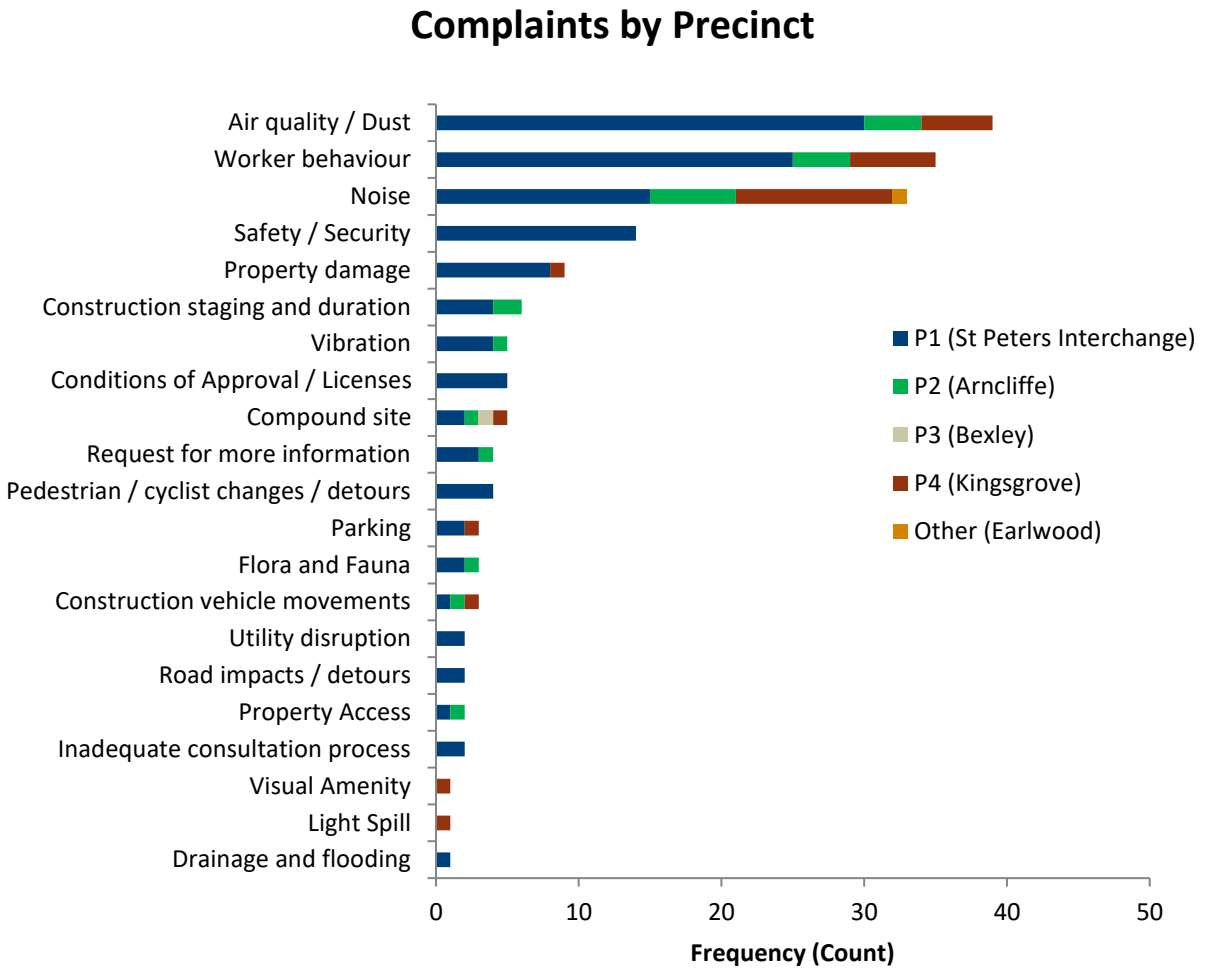

Figure 4.6 Complaints by Precinct (by count)

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As illustrated in **Figure 4.6**, the majority of complaints were received from respondents in the St Peters Interchange Precinct (Precinct 1), followed by the Kingsgrove Precinct (Precinct 4).

Furthermore, entries to the Complaints Register also featured re-occurring complainants that had generated multiple complaints about the same issue or related issues. For example:

- **Precinct 1 (St Peters and Alexandria):** there was a total of 104 complaints, with more than half of these (56%) made by 17 (out of 62) of the complainants.
- **Precinct 2 (Arncliffe):** 15 complaints were made by four people, with one person accounting for 80% of all complaints received.
- **Precinct 3 (Bexley):** No complaints received.
- **Precinct 4 (Kingsgrove):** the majority of complaints (80%) were made by the same four people.

In summary, the common impacts identified, through analysis of consultation data sources both pre and post construction included: amenity (largely air quality and noise) and property and land use.

It is not surprising that these impacts have featured strongly in the early phases of construction given the extent of property acquisitions and relocation required by impacted residents and due to the commencement of construction activities across the Precincts, but particularly in Precinct 1 and Precinct 4.

4.3.2.3 Identified Impacts – Internal and External Consultation

Figure 4.7 summarises the Project related impacts during construction and provides the most up-to-date record of issues/impacts in relation to the Project at the time of this report's development as at May, 2017.

The most common project impact themes relate to social amenity, health and safety, accessibility and property and land use.

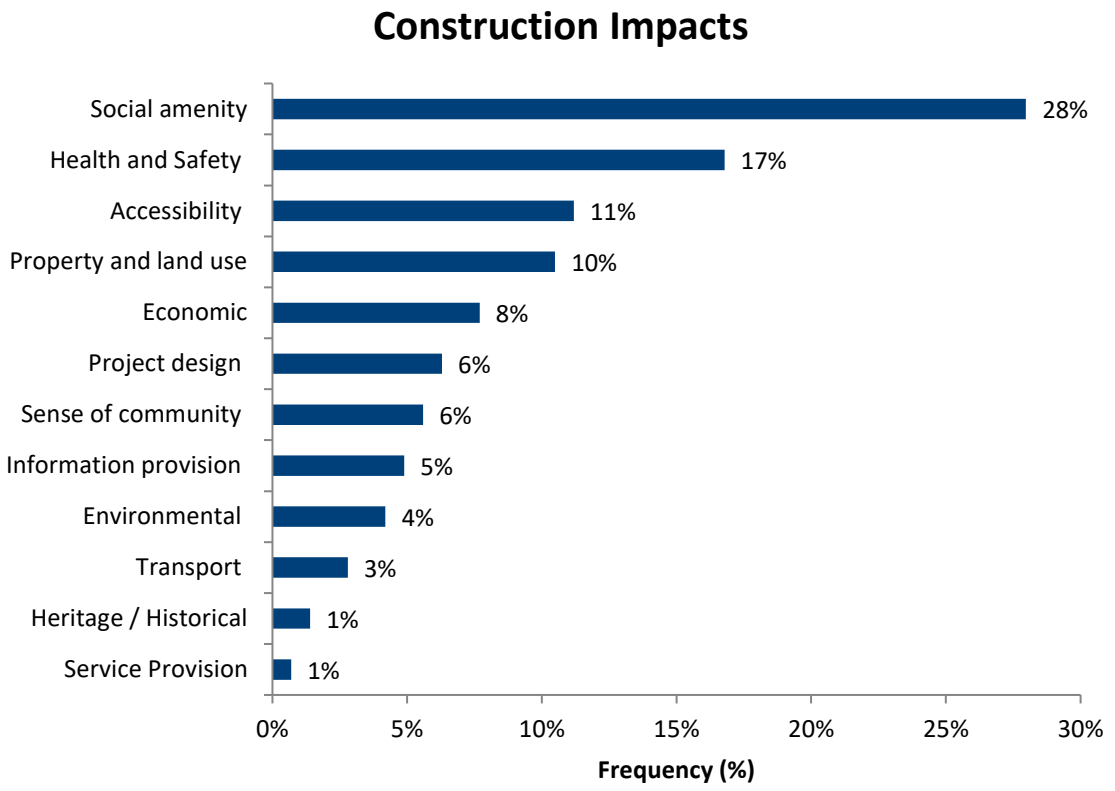

Figure 4.7 Impacts experienced during construction

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Figure 4.8 provides further analysis of these identified impacts by Precinct, with the majority of impacts relating to Precinct 1 – St Peters.

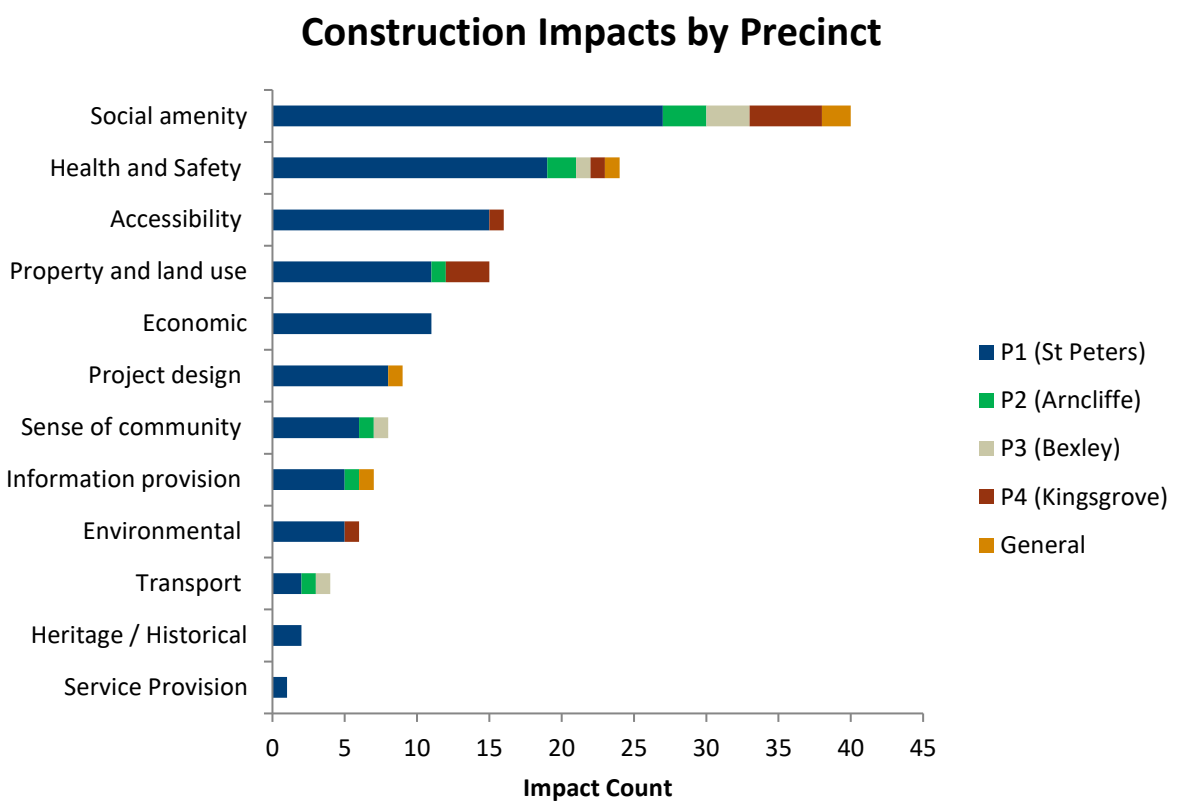

Figure 4.8 Impacts experienced during construction by Precinct (by count)

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Impacts were also analysed according to the relevant stage of the Project (refer to **Figure 4.9**) – construction or operation – with 43% of identified impacts relating to the construction phase and 38% to operation. Around one fifth (20%) of the impacts identified related to both phases.

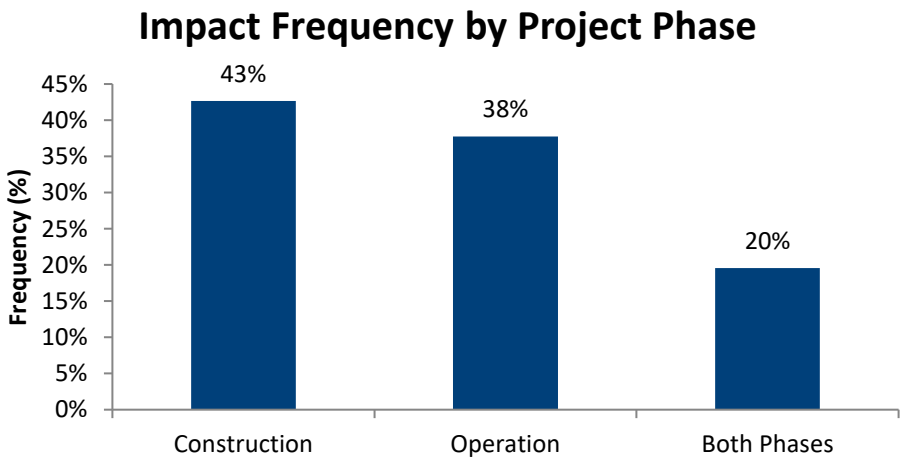

Figure 4.9 Impact frequency by Project Phase

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Figure 4.10 compares the current impacts by impact theme and Project phase, at the time of preparation of this report. The figure illustrates that impacts on social amenity and health and safety, economic impacts, general environmental impacts and impacts associated with transport movements were identified more frequently in relation to the construction phase. Impact themes such as accessibility and sense of community were considered more relevant across both construction and operation; with project design and property and land use issue issues more heightened in relation to the operational stage of the Project, consistent with the analysis of EIS issues (refer to **Figure 4.2**).

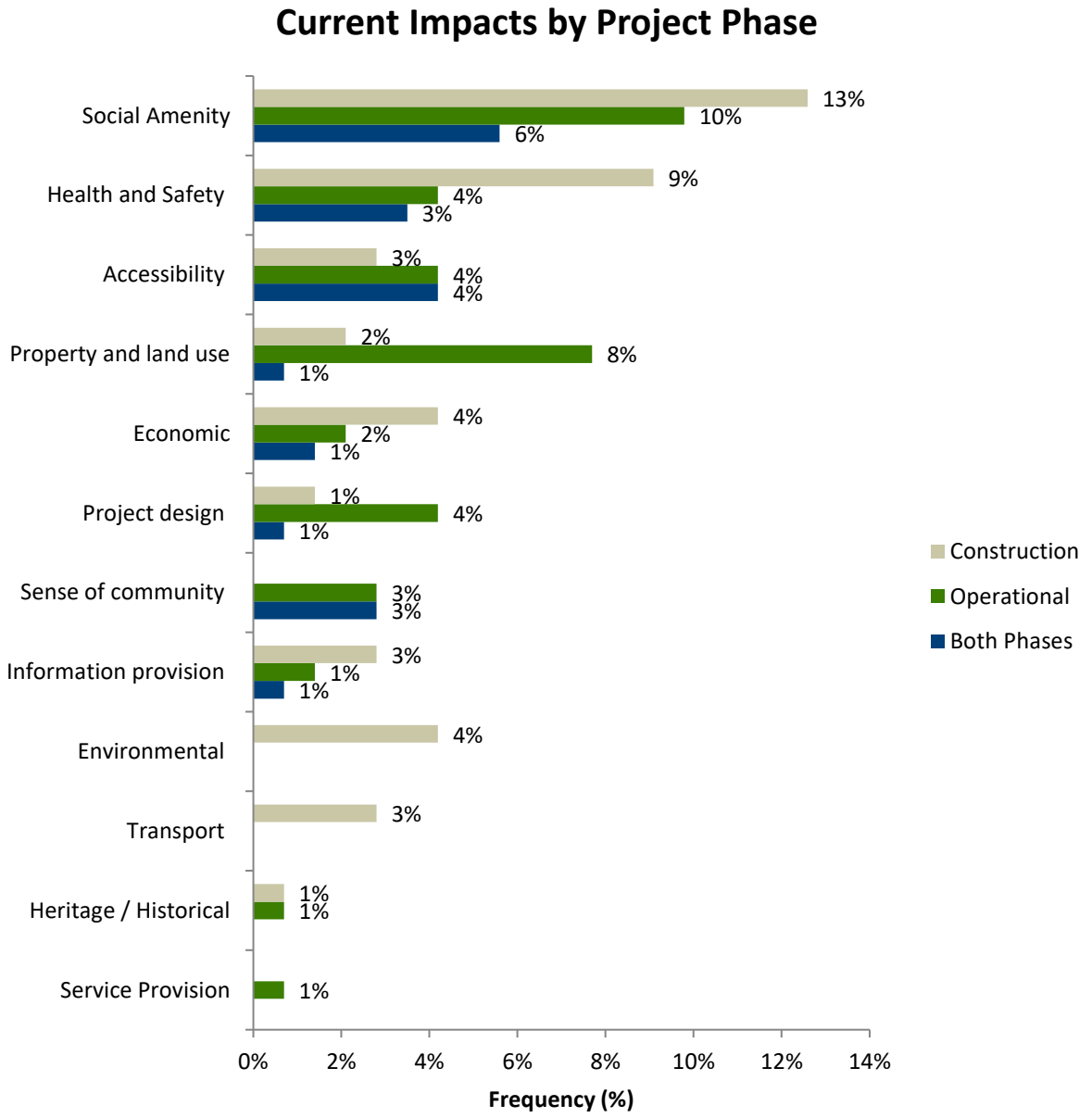

Figure 4.10 Current Impacts by Project Phase (at the time of preparation of this report)

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The following sub-sections provide further detail on each of the current impact themes identified.

4.3.2.4 Social amenity

Impacts to amenity are those that affect the attractiveness or liveability of a place, and were the most commonly noted impacts associated with the New M5 Project (28% of all impacts). The impact sub- categories within the social amenity impact theme, in order of their importance to stakeholders include:

- **Increased traffic/traffic congestion** – as a result of construction activities, as well as the operational impact on arterial roads.
- **Noise/Vibration** – including construction noise (e.g. tunnelling, heavy vehicles) or operational noise (road/traffic noise).
- **Visual** – impacts to the general area or landscape or visual impacts of project works and structures e.g. ventilation stacks.
- **Air quality** – such as dust and air emissions during construction, and also during operations (e.g. air emissions from ventilation stacks).
- **Odour** – relevant to the construction phase and specifically related to the clearing of the landfill site at the St Peters Interchange.

Figure 4.11 details the construction impacts that relate to the amenity impact theme by relevant sub-categories.

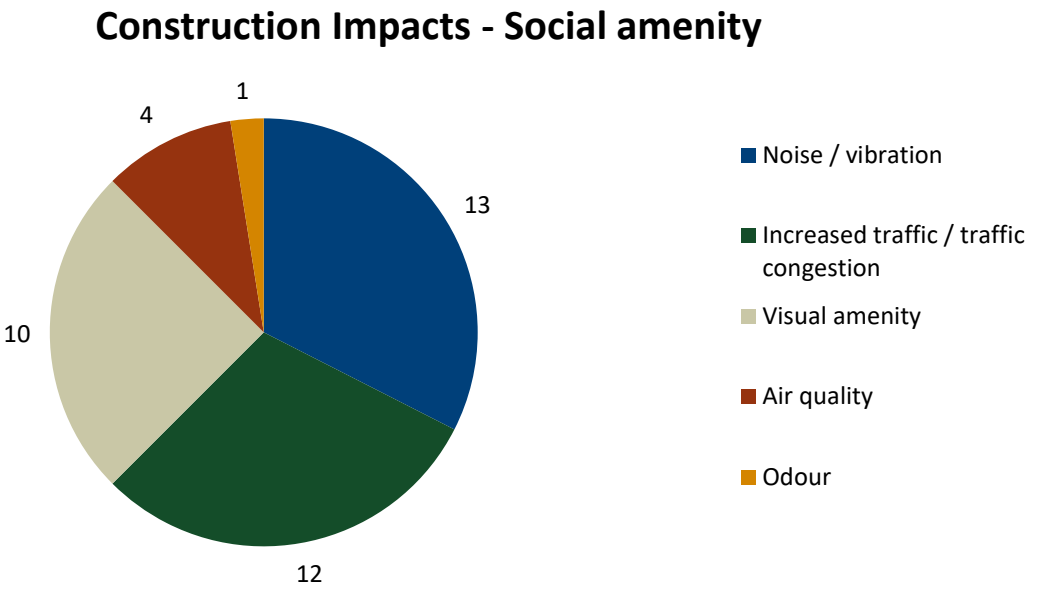

Figure 4.11 Construction Impacts – social amenity (by count)

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As illustrated in **Figure 4.11**, the main amenity issue related to noise/vibration, increased traffic/traffic congestion, followed by and visual amenity impacts.

Table 4.6 details the specific social amenity impacts identified by relevant Precinct. As the table indicates, the majority of amenity related impacts were evident in Precinct 1 – St Peters.

Table 4.6 Social amenity impacts by Precinct and Project Phase

Impact Theme Sub–category	Precinct	Issue Details	Project Phase
Noise/ vibration	1	• Construction noise and vibration (especially at night) • Construction noise (during school hours) • Blasting and vibration (due to tunnelling)	Construction
		• Proximity of housing to new road • Increased road noise from new road development and interchange (once operational)	Operations
		• Noise on Campbell Road	Both phases
	2	• Vibration impacts from tunnelling underneath schools	Construction
	3	• Proximity of Golf Course to Motorway	Both
	4	• Proximity of housing to the new road	Operations
	General	• Construction noise	Construction
Increased traffic/ traffic congestion	1	• Traffic in the period between the New M5 and M4-M5 Link opening	Construction
		• Traffic congestion in the Ashmore urban renewal area • Concern the new interchange will encourage overuse of back streets (especially at Mary Street) • General traffic congestion	Operations
		• Increased congestion and changes to existing clearways on King St Newtown • Traffic congestion at Euston Road • Traffic management during and post construction	Both
	3	• Truck movements on Bexley Road creating increased traffic for residents	Construction
	4	• General traffic congestion	Both

Impact Theme Sub–category	Precinct	Issue Details	Project Phase
Visual amenity	1	• Night lighting	Construction
		• Concern about the visual impact of the Interchange – perception that it will be a large dominating feature. • Ventilation stacks (25 metres in height)	Operations
	2	• Visual impact of retaining walls near Motorway Operations Centre at Arncliffe	Operations
	3	• Visual impact of ventilation building in Bexley	Construction
	4	• Night lighting concerns at King George's Road intersection	Construction
		• Visual impact of Perspex acoustic wall at Kingsgrove • Visual impact of 40 metre high/250 metre long nets for Canterbury Golf Course	Operations
	General	• Ventilation stacks located in various Project locations	Operations
Air emissions	1	• Dust impacts during construction, particularly during demolition of nearby properties. • Dust impacts from construction traffic – concern that trucks are not adequately covered	Construction
	2	• Proximity of ventilation stacks to schools and subsequent air quality impacts	Operations
Odour	1	Odour associated with the landfill clearing site	Construction

** Note that it is considered that all stakeholders located within each precinct have the potential to be impacted by the issues detailed above. See Section 1.5.1 and Appendix A to the CCS for more detail on stakeholder and community definition and identification, and Section 3.2 for the location of key stakeholders and groups by Precinct.*

Social amenity was also the most common issue raised by stakeholders (22.8%) and recorded by the respective Project teams in Consultation Manager.

Furthermore, there have been a total of 105 complaints made since construction commenced regarding impacts to social amenity, with this information summarised in **Figure 4.12.** Just under half (19) of the social amenity related complaints received were in relation to noise and vibration and were from residents living in Precinct 1 followed by Precinct 4 (11) and Precinct 2 (7). The clear majority of air quality complaints were from Precinct 1 (30). In addition, all of the complaints relating to odour were relevant to Precinct 1, and specifically the clearing of the landfill site at the St Peters Interchange. For specific complaint details please refer to **Appendix 3.**

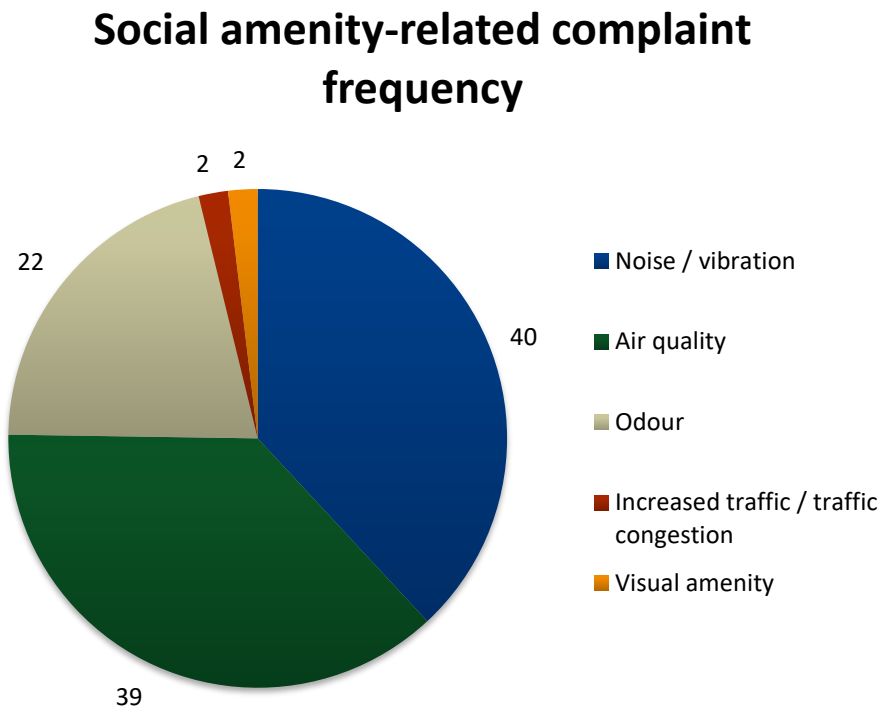

Figure 4.12 Frequency of social amenity related impact complaints (by count)

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4.3.2.5 Health and Safety

Impacts relating to health and safety are those that are perceived to present risks or hazards to the local community or commuters. The impact sub- categories that are relevant to this impact theme include:

- **Public risk** – **Pedestrian/cyclist safety** – such as changes to pedestrian and cyclist infrastructure caused by construction activities or Project design.
- **Public Risk** – **Road safety** – such as concern about heavy vehicle use during construction and speed limits.
- **Human health** – such as air quality issues, asbestos management and concerns/fears about tunnelling.
- **Mental health** – such as stress caused by the Project and conflict between community members and contractors.

Figure 4.13 details the breakdown of the sub- categories above that fall within the Health and safety impact theme.

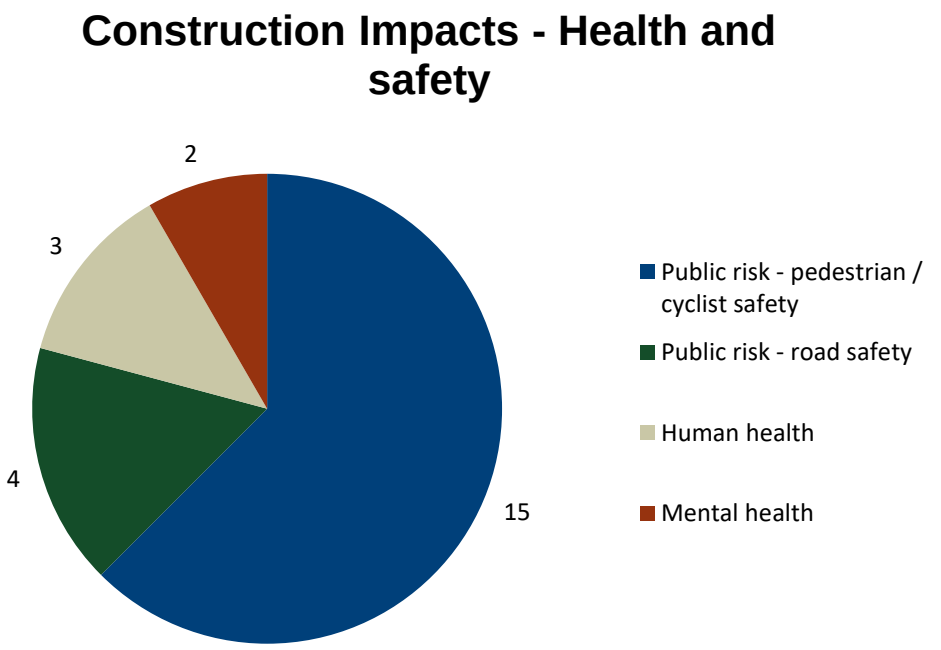

Figure 4.13 Construction impacts – Health and Safety (by count)

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As detailed in **Figure 4.13,** the majority of health and safety related impacts identified involve public risk to pedestrians and cyclist safety.

Table 4.7 Health & Safety Related Impacts by Project

Impact Theme Sub-category	Precinct	Details	Project Phase
Public risk – Pedestrian/ cyclist safety	1	• Concern that Bedwin Road Bridge is too narrow for pedestrians and cyclists • Impacts from Interchange road works, including safety issues and pedestrian safety • Safety issues on Euston Road – safety rail required • Maintaining pedestrian access between St Peters, Marrickville Metro, Camdenville Public and St Pius Primary Schools • During peak school periods, footpath on Unwins Bridge Road is insufficient to safely allow students to walk, without needing to step onto the roadway to allow other pedestrians to pass • Footpath not repaired outside business on Euston Road after construction activities	Construction

Impact Theme Sub-category	Precinct	Details	Project Phase
		• Bicycle access and connections to the Bourke Street cycleway • Concern about pedestrian and cyclist access along Canal Road	Operations
		• Student safety and related access and parking issues associated with St Peters Public School and Community Preschool • Safer access to Camdenville Park, St Peters for nearby school students who use the grounds for school sporting activities • Safety concerns as a result of design of new shared pathways and tree planting i.e. creation of areas where criminals can 'lurk'.	Both Phases
	2	• Accessible and safe school drop off and pick up areas at schools • Safety concerns as a result of the design of new shared pathways and tree planting i.e. potential for crime and antisocial behaviour	Both Phases
	4	• Request for an overpass at the St George's intersection	Construction
Public risk – Road safety	1	• Safety concerns associated with heavy vehicles on Burrows Road	Construction
		• Concern about speed limit on Campbell Road of 60 km/hour – limit considered excessive • Concern about speed limits on other feeder roads	Operations
	3	• Safety issues associated with heavy vehicle/ concrete deliveries to site from Bexley Road	Construction
Human health impacts	1	• Dust generated by landfill clearing • Asbestos management during demolition of houses	Construction
Mental health	1	• Stress caused by uncertainty of Project impacts	Construction
	General	• Conflict between community members and contractors leaving site	Construction

Health and safety related impacts accounted for around 2.3% of impacts recorded in Consultation Manager.

Analysis of the Complaints Register found that there were 14 complaints relating to safety and security and four relating to pedestrian/cyclist changes or detours. Of note, all of these complaints were made in relation to Precinct 1 (refer to **Appendix 3** for detailed of these complaints).

4.3.2.6 Property and Land Use

Impacts to property and land use were the third most commonly noted current Project impacts, and refer to impacts to personal and publicly owned dwellings and spaces. The sub-categories that fall under this impact theme include:

- **Loss of recreational/community land or facilities** – concerns about the loss of parks and public spaces as a result of the Project.
- **Residual land use and future development** – concern about the future use of residual land associated with the Project or plans for residential properties.
- **Property damage** – such as damage to residential properties as a result of construction activities.
- **Property values** –the perception that the Project will have a negative impact on property values of properties in close proximity to the development.

Figure 4.14 details the number of construction impacts that relate to the property and land use impact theme.

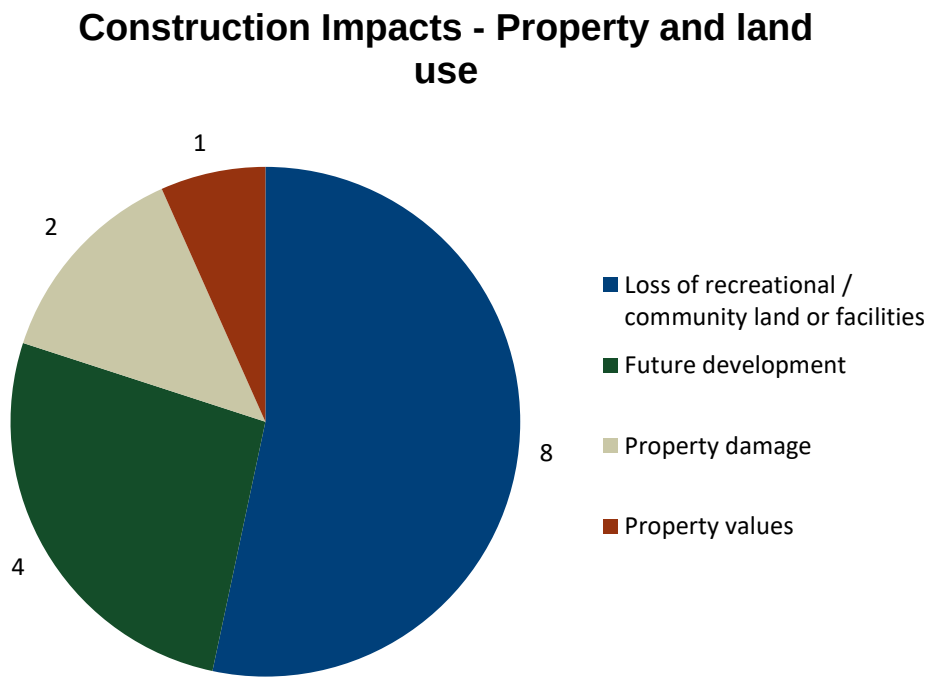

Figure 4.14 Construction impacts – Property and Land use (by count)

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As detailed in **Figure 4.14,** the majority of property and land use related impacts involved concerns regarding the loss of recreational/community land or facilities, followed by issues relating to residual land uses and future development.

Table 4.8 Property and land use related impacts by Precinct

Sub category	Precinct	Details	Phase
Loss of recreational space/ community land	1	• Three of the netball courts at Tempe will be not available for use for three months during the netball season due to placement of a grout plant	Construction
		• Concern about changes to Simpson, Camdenville and Sydney Parks, including loss of green space • Concern that public land off Princes Highway will not be accessible to the public • Widening of Euston Road, resulting in loss of footpath	Operations
	2	• Loss of green and open spaces and the size of existing facilities, such as the Kogarah Golf Course	Operations
	4	• Concern about loss of park areas and impacts on social amenity	Operations
Residual Land Use and Future development	1	• Concern about residual land use and development post-construction	Operations
	4	• Unresolved land use issue in semi-industrial area where three buildings were demolished for a site office. View that this site should be returned to semi-industrial use not commercial units as suggested by RMS • Unresolved land use issue related to a small triangle of land where SMC has currently placed a noise shed – in two years land to be returned to RMS	Operations
Property damage	1	• Stability of slopes on cutting edge near Interchange on north-west lease	Construction
Property values	1	• Concern about impact of the Project on property values in the Precinct	Operations

Impacts relating to property and land use were the third most commonly noted impacts in Consultation Manager (19.7%).

Complaints relating to property and land use involved immediate property damage complaint rather than longer term issues like property values or use of residual land. Nine of the complaints came from Precinct 1, and one from Precinct 4. The complaints made in regard to property damage are recorded in **Appendix 3.**

In addition, there were a number of complaints made in the Complaints Register that were recorded under the theme 'Compound site'. This includes complaints made related to Project cumulative impacts, sites being left in an unsecure state and the impact of the Project on blocking access to public toilets within Sydney Park. See **Appendix 3** for further details.

4.3.2.7 Accessibility

Impacts relating to accessibility were the fourth most commonly noted impacts and largely relate to ease of access to private property, public services and facilities. The sub-categories associated with accessibility include:

- **Access to businesses/services/roads –** changes in accessibility to roads, businesses or public transport due to construction activities.
- **Access to residential properties** – changes to access to properties, driveways and garages as a result of construction activities.
- **Loss of parking –** loss of parking for residents, workers and business owners.

Figure 4.15 details the number of construction impacts that relate to accessibility, by sub-category:

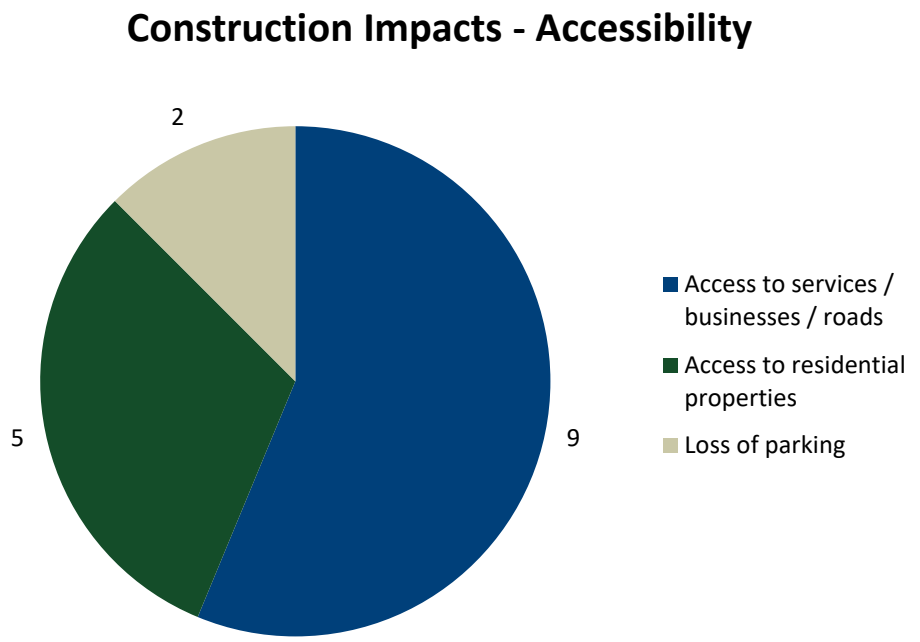

Figure 4.15 Construction impacts – Accessibility (by count)

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Table 4.9 summarises accessibility impacts by precinct.

Table 4.9 Current Accessibility Related Impacts by Precinct

Sub category	Precinct	Details	Phase
Access to businesses/ services/ roads	1	• Diversion or temporary loss of walking and cycle paths • Accessibility for parents accessing childcare facilities on Unwins Bridge Road	Construction
		• Concern about access to Railway Road • New and adjusted entries into eastern edge of Sydney Park • Concern about median strip being constructed that will prevent right turns in and out of businesses on Princes Highway	Operations
		• Public facility access • Access to public transport routes, including changes to bus stop locations • Pedestrian access and bike connectivity with Campbell Road	Both Phases
Access to residential properties	1	• Property access in St Peters • Garage access Campbell Road	Construction
		• Concern regarding residential proximity to a busier road (Barwon Park Road)	Operations
	4	• Property access in Kingsgrove	Both Phases
Loss of parking	1	• Concern about loss of parking generally in St Peters, including loss of parking for residents and workers on Euston Road	Both Phases

Impacts relating to accessibility were the sixth most commonly identified issue in Consultation Manager (5%).

Complaints relating to accessibility centred on access to residential properties and loss of parking. Four of the complaints were sourced from Precinct 1, and one each from Precincts 2 and 4. These complaints are further detailed in **Appendix 3**.

in relation to the issue of accessibility broadly in relation to the Project, in 2016 a **Resident and Business Parking Survey** was undertaken by CDS the Design and Construct Contractor to gain an improved understanding of current parking availability, current use of existing on-street parking stock and the impact of removing parking in some areas.

Key findings of the **Resident Survey** are outlined below:

- the majority of residents have one (41%) or two (44%) vehicles per household
- over 50% of properties do not have off-street parking spaces within their property
- 87% of residents currently have difficulty finding on-street parking in their street, with the main reasons cited including
    - workers from nearby businesses and building developments and train/airport commuters using the parking spaces
    - lack of parking restrictions or resident parking schemes in their streets
    - lack of residential off street parking spaces.

Perceived impacts of temporary removal of on-street parking, as a result of the Project and identified through the survey, included:

- increased difficulty in getting parking in their street and near their properties/making the existing parking situation worse
- accessibility to properties and logistics, particularly for the elderly and residents with medical conditions and children
- personal safety and vehicle security, if required to park further away and
- difficulties for visitors e.g. family and friends to visit, due to the lack of parking.

Key findings of the **Business Survey** are outlined below:

- more than two-thirds (65%) of businesses have between 1 to 10 off-street parking spaces within their business property
- 70% of businesses use on-street parking, utilised by their employees, customers/clients and for deliveries. The majority of these businesses use between 1 and 5 on-street parking spaces
- 62% of businesses do not believe that there are alternate transport options for them to use as a result of the temporary removal of parking.

The main impacts businesses perceive will result from the temporary removal of on-street parking include:

- loss of business due to customers finding it difficult to get parking nearby
- employee retention and timeliness to work
- accessibility to business for employees, customers and deliveries.

A further business survey undertaken with local businesses across the Project precincts in the development of the CSMP also indicated that accessibility and parking was a key issue for businesses, particularly those in Precinct 1. Specifically, there were concerns about the construction of a median strip and changed traffic conditions (including no right turns) on Princes Highway.

4.3.2.8 Economic & financial

The economic and financial related impacts of the Project predominantly involve perceived negative impacts to local businesses, and were the fifth most commonly noted impacts (8%). All of these impacts related to Precinct 1 (St Peters), and are detailed in **Table 4.10.**

Table 4.10 Current Economic and Financial Related Impacts by Precinct

Impact Theme Sub- Category	Precinct	Details	Project Phase
Impacts on local Businesses	1	• Reduction in passing trade • Loss of income due to construction impacts on rental accommodation	Construction
		• Concern about availability of replacement commercial and industrial stock in the area (e.g. Canal Road) • Concern about loss of rental revenue and tenants • Concern that businesses will be negatively impacted due to accessibility issues	Operations
		• Loss of underground tanks owned by BP located off the Princes Highway • Impact on businesses seeking re-financing as lenders requesting property revaluation as a result of drilling	Both Phases

Economic and financial related impacts represent approximately 1.3% of current issues/impacts identified in Consultation Manager. In addition, no complaints were made regarding economic or financial impacts.

4.3.2.9 Sense of Community/Community Cohesion

Impacts to sense of community are those that are perceived to affect the experience of community residents in terms of their social cohesion, community participation, community connectedness (to people and place) and overall community sustainability. These impacts were the second most commonly noted impact categories, with relevant sub-categories including:

- **Property acquisition** – the purchase of properties that are within the Project construction corridor
- **Population decline** – decline in the population due to community members moving out of the area as a result of property acquisition, associated with the Project or a desire to leave the area due to Project development
- **General lifestyle** – impacts to lifestyle, privacy and general quality of community life as a result of the Project.

Figure 4.16 details the number of construction impacts that relate to the sense of community impact theme.

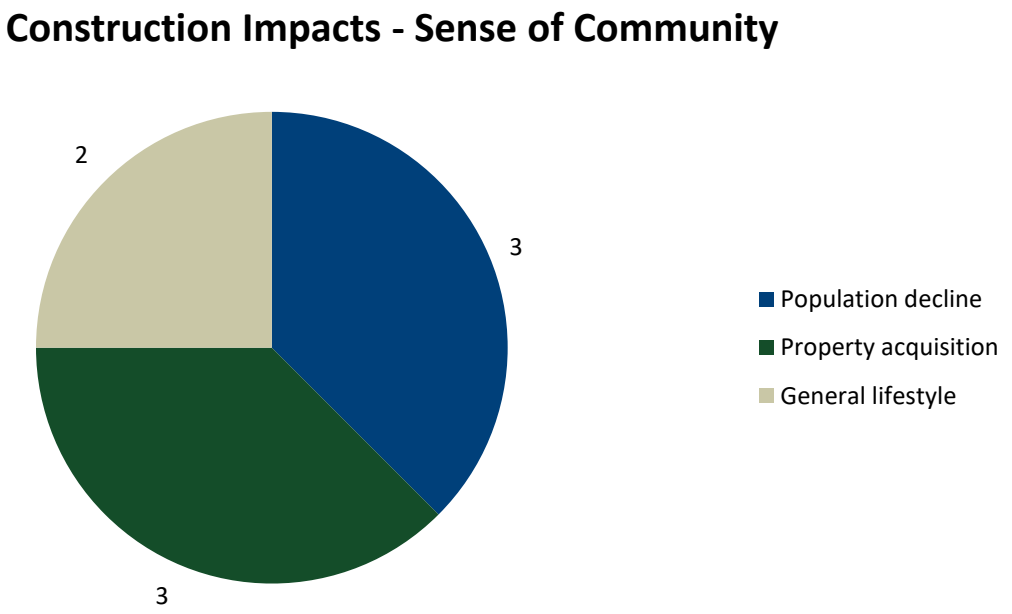

Figure 4.16 Construction impacts – Sense of Community (by count)

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Sense of community was ranked the seventh most commonly noted impact category. **Table 4.11** provides further details of specific impacts relating to Sense of Community by Precinct.

Table 4.11 Current Sense of Community related Impacts by Precinct

Impact Theme Sub-category	Precinct	Details	Project Phase
Population decline	1	• Decreased enrolments at St Peters Public School and Community Preschool, due to accessibility and property acquisition • Population decline in the community as a result of property acquisition	Both Phases
	2	• Impact upon school enrolments as some families have moved out of the area due to property acquisitions	Operations
Property acquisition	3	• Resident wants property (located behind Bexley North Acoustic shed) acquired. Resident has made several complaints	Operations

Impact Theme Sub-category	Precinct	Details	Project Phase
General Lifestyle	1	• Lifestyle impacts - concern that the village of St Peters is being destroyed due to a range of issues caused by property acquisition and traffic impacts	Both Phases

Sense of community was also the seventh most commonly noted impact in Consultation Manager, but did not feature in the complaints register.

The CCP provided in **Appendix 1** has been developed to offset negative impacts and enhance community cohesion aspects in each precinct locality.

In addition, there were numerous complaints about worker behaviour in the Complaints Register. This was the second most common complaint (16.9% of all complaints) and referred to concerns about the way contractors conducted themselves around work sites and on private properties, particularly with regard to parking and placement of items on public and private spaces. See **Appendix 3** for further details.

4.3.2.10 Environmental

Environmental impacts are those that refer to any perceived threats to the natural environment, including flora and fauna. There are two sub categories for environmental impacts, including:

- **Biodiversity** – which covers impacts to flora and fauna, specifically in this regard, the majority of impacts noted related to tree removal.
- **Contamination** –such as concerns relating to the landfill clearing site.

Table 4.12 Current Environment Related Impacts by Precinct

Sub category	Precinct	Details	Phase
Biodiversity	1	• Concern about changes to Simpson Park including loss of habitat and fig trees (fig trees have since been retained). • Concern over tree removal at Camdenville basin (trees have since been retained). • Concern over loss of fig trees on Sydney Park Road and Euston Road Roundabout (established fig trees have since been retained through project redesigns).	Construction
	4	• Concern over tree removal due to construction of noise wall (Location of noise wall has since been relocated).	Construction
Contamination	1	• Concern about the content of the landfill site near Canal Road.	Construction

Environmental impacts were ranked as the fifth most commonly noted impact theme in Consultation Manager (5.6%).

Furthermore, there were three complaints made with regard to environmental impacts (recorded as impacts to flora and fauna in the Complaints Register), with two relevant to Precinct 1 and one relevant to Precinct 2. In addition, there was one complaint that related to run off from a site affecting residential properties (refer to **Appendix 3** for further detail of these complaints).

4.3.2.11 Information Provision

Impacts in relation to information provision relate to the access to Project information. This impact theme accounted for around 5% of the current impact suite. **Table 4.13** summarises specific details relating to this impact theme across relevant precincts.

Table 4.13 Current Information provision impacts by Precinct

Impact Theme Sub-Category	Precinct	Details	Project Phase
Access to Project Information	1	• Stage 3 (June/July 2018) - the open space created in the red zone near terraces will not be accessible until 2022. Concern that community are not aware of this timeframe. • Concern that current information provided to businesses and residents is insufficient and is creating uncertainty.	Construction
		• Confusion as to how the completed Interchange will work. • Confusion about local road upgrades.	Operations
		• Concern that some local businesses may not have a full appreciation of changes to property access as a result of road changes.	Both Phases
	2	• Consideration of utilising alternative information provision mechanisms, aside from the website. Preference for more on-the-ground consultation with specific updates on air quality monitoring and contingency plans.	Construction
	General	• Concern about overlap and communication issues with and from City of Sydney Council.	Construction

Information provision was not raised as an issue in Consultation Manager. There were, however, six complaints related to information provision identified in the Complaints Register, and were categorised in the register as:

- requests for more information
- inadequate consultation process.

The description of these complaints is further detailed in **Appendix 3**.

4.3.2.12 Transport

This impact theme was primarily concerned with impacts associated with heavy vehicle truck movements entering and leaving work sites during Construction. The following table details the specific transport impacts noted across the relevant Precincts.

Table 4.14 Current Transport Related Impacts – Transport

Impact Theme Sub-Category	Precinct	Details	Project Phase
Heavy Vehicle Use	1	• Concern about trucks parking on Silver St • Concern about increased traffic movements, including heavy vehicles in the local area	Construction
	2	• Concern about trucks entering and leaving sites	Construction
	3	• Concern about trucks entering and leaving sites	Construction

Around 1.2% of impacts noted in Consultation Manager were related to heavy vehicle use. In addition, three complaints were made regarding 'construction vehicle movements' across Precincts 1, 2 and 4. **Appendix 3** provides further details of these specific complaints

4.3.2.13 Project Design

Project design impacts are those related to specific Project plans that have been called into question by stakeholders. This was the sixth most commonly noted current impact (8%).

The following table details the specific impacts relating to Project Design by precinct.

Table 4.15 Current Project Design Related Impacts by Precinct

Impact Theme Sub-Category	Precinct	Details	Project Phase
Project Design Elements	1	• Concern original plans on Campbell Road were too close to residences (2-3 metres) • Concern over construction of shared pathway near Euston Road. Council opposed to pathway, as cycleway currently exists.	Operations
		• Concern about flood prone land and stormwater infrastructure at Camdenville Park	Both Phases
	General	• Level of Council opposition to the Project	Construction

Impacts related to Project Design were not raised in Consultation Manager. However, a number of complaints were raised in the Complaints Register regarding Project Design, categorised as 'Construction staging and duration'. Four of these complaints arose from stakeholders in Precinct 1 and two were related to Precinct 2. **Appendix 3** provides further details of these specific complaints.

4.3.2.14 Service Provision

Impacts relating to Service Provision are those that impact on the following sub-category areas:

- public transport
- utilities.

The impact to Public Transport was the only issue raised in terms of construction impacts, with a view expressed that development of the New M5 Project has meant less of a focus on Public transport issues in Precinct 1. Issues in relation to Utilities were documented via two complaints and largely involved disruption to Public utilities in Precinct 1. No impacts relating to service provision were noted in Consultation Manager.

4.3.2.15 Licensing and Regulations

Impacts related to Licensing and Regulations centred on the perception that SMC and associated contractors are not meeting regulatory requirements, such as conducting work outside of approved hours. While there are no current issues associated with Licensing and Regulations (as these were identified in the EIS only), this theme constituted only a small proportion (0.3%) of the impacts noted in Consultation Manager.

In addition, there were five complaints obtained that related to 'Conditions of Approval/Licensing', all of which were relevant to Precinct 1 (St Peters). Details of these complaints can be found in **Appendix 3.**

4.3.3 Cumulative Impacts

As required under condition B66, identification of the social impacts of the New M5 Project, including cumulative impacts, resulting from the various stages of the SSI (including construction and operation) in directly affected precincts, has also been requested.

In this regard, the following table summarises key infrastructure projects, with similar project timeframes, that are currently underway within each of the Project Precincts; and which have the potential to impact/influence impact outcomes for the New M5 Project. These projects have been identified through consultation undertaken in the development of the CSMP and through a review of DPE's Major Projects Register.

Analysis of these projects indicates a substantial number of large scale infrastructure projects with construction timeframes that overlap with the New M5 Project, and will likely result in significant impacts to amenity in some areas. Cumulative impacts have been considered in **Table 4.16**

Table 4.16 Cumulative Impacts

Project name/ Proponent	Infrastructure category	Project summary	Timing	Relevant Precincts	Relevant issues/ impacts
M4-M5 Link *SMC*	Road	Twin tunnels connecting the M4 East at Haberfield and New M5 St Peters Interchange. Construction of an underground interchange at Rozelle with provision for a future connection to the Western Harbour Tunnel and BeachesLink projects.	• EIS exhibition by late 2017 • Construction 2018-2023 (pending approval)	Precinct 1	Overlapping construction timetables and construction sites at the St Peters Interchange. 24-hour tunnelling and spoil haulage from the construction site adjacent Campbell Road.
Sydney Metro *Various Proponents:* *CPB John Holland Dragados, Impregilo-Salini and Northwest Rapid Transit*	Rail	Extension of rail line and construction of several new stations from Chatswood to Sydenham and Sydenham to Bankstown	• Early works 2017 • Construction 2018-2022 • Testing and commissioning 2023-2024	Precinct 1	Overlapping construction timetables – residents likely to experience cumulative impacts as a result particularly given overlap in construction timetable of 2-3 years.

Project name/ Proponent	Infrastructure category	Project summary	Timing	Relevant Precincts	Relevant issues/ impacts
Modification to Marrickville Metro Shopping Centre redevelopment project, Victoria Road, Marrickville *Managed by AMP Capital and Inner West Council*	Retail/ Commercial	Key changes include a revised vehicle ramp; extension of the building to the western boundary; increased setback to Smidmore Street; altering the internal void space; and, revised design of the retail layout.	Stage 1A works are due to be completed in early 2017. Stage 2 encompasses works to the existing centre, and will be longer term.	Precinct 1	Overlapping construction timetables – possible further disruptions to businesses and residents in the area.
CBD and South East Light Rail Project *ALTRAC Light Rail Consortium including: Acciona, Alstom, Transdev and Capella Capital*	Light Rail	Construction and operation of a light rail service from Circular Quay to Kingsford and Randwick via Surry Hills/Project include: • Approx 20 light rail stops • Interchanges at ferry, rail and bus stations along the route Transformation of a section of George Street between Hunter Street and Bathurst Street, Sydney into a pedestrian zone.	Approved 04/06/2014 Works occurring 2015-2020	Precinct 1	Estimated to take 5-6 years to complete construction. Will cause disruptions to residents, businesses and public transport. May be required to undertake out of hours' work.

Project name/ Proponent	Infrastructure category	Project summary	Timing	Relevant Precincts	Relevant issues/ impacts
Alexandria to Moore Park Connectivity Upgrade	Road	Intersection improvements along Euston Road, McEvoy Street and Lachlan Street to improve traffic flow and facilities for pedestrians and cyclists.	Under investigation	Precinct 1	Overlapping construction timetables - possible further disruptions to businesses and residents in the area, particularly along Euston Road.
F6 Extension *RMS*	Road	Investigations into a possible link between the M1 Princes Motorway at Waterfall and the Sydney Motorway Network	Under Investigation	Precinct 2	Various road construction impacts
Residential Development *Bayside Council*	Housing	New residential development at Banksia and Arncliffe – proposed addition of development for 30,000 new residents.	Under investigation	Precinct 2	Construction and residential impacts
Water Works-Henry Street *Sydney Water*	Sewerage	Construction of new drains and a bridge	Current	Precinct 1	Traffic and construction impacts due to road closures

Project name/ Proponent	Infrastructure category	Project summary	Timing	Relevant Precincts	Relevant issues/ impacts
Alexandria and Surry Hills Substation Upgrades Ausgrid	Electrical Infrastructure	Ausgrid has started constructing a new electricity sub transmission substation on Ausgrid owned land at 65 – 67 Bourke Road, Alexandria. There are also upgrades happening to the substation in Surry Hills which will involve excavation in the surrounding streets. Work has started and is expected to be completed early 2020.	Construction commenced in March 2016 and is expected to be completed by the end of 2016. Installation of equipment, testing and connection to the electricity network to be completed in late 2017.	Precinct 1	Impacts on traffic on Bourke St and streets surrounding the Surry hills station (Riley Street and Lansdowne Street)

4.3.4 Impact Summary

The outcomes of the impact assessment, in informing the CSMP for the New M5 Project, can be summarised as below:

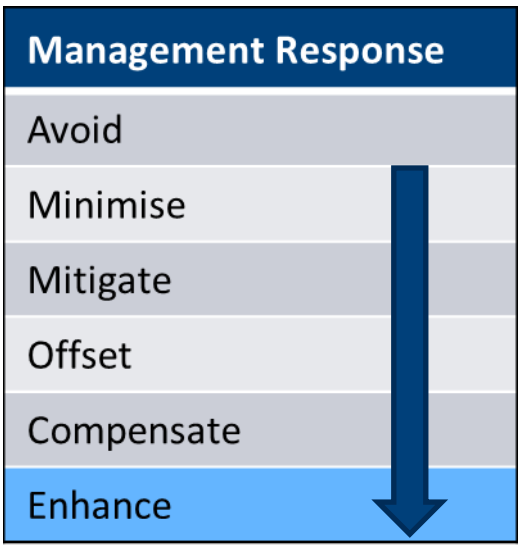
- Systems have been implemented to record and document stakeholder issues and complaints in relation to the New M5 as required under the Project's approval conditions and requirements.
- A range of impact themes have been identified, and in developing the current CSMP, impacts have been tracked and analysed from a Project Design and Assessment phase through to current Construction.
- A variety of mechanisms have been utilised to inform and engage with project stakeholders since the Project was first proposed.
- The data reviewed demonstrates a good understanding of relevant stakeholders by issues for the two main Project phases – Construction and Operation.
- Analysis of impact sources reveals consistency in key impact themes across the Project's development. The most commonly noted construction impacts relate to amenity, health and safety and property and land use; with theme not varying widely from the Project Design and Assessment Phase. However, as construction has commenced and stakeholders experience more directly Project construction impacts, perceived issues/impacts are able to be more clearly articulated.
- Key impact themes remain amenity, property and land use and access/connection related. Given the stage of the construction program, such issues are common as stakeholders have to deal with increased construction activities and disruption. Further to this, stakeholders are yet to see many of the over-riding strategies implemented at a local Precinct level; and therefore to more fully evaluate the enhancement initiatives proposed within their respective communities.
- Certain more historical impacts have been identified, and mitigated/ameliorated given progress in the construction program. For instance, the majority of property acquisitions in relation to the Project are now complete with residential and business relocations advanced.
- Precinct 1 is highly represented across all impact themes and in the complaints analysis, particularly in regard to amenity impacts such as noise and traffic impacts – this again is as a result of the extensive construction activities in the Precinct specifically and major scopes of construction works underway.
- Perceived impacts are both generally and specifically defined for impact themes both across and within specific Precincts; and will be further reviewed in Section 5.0 – Impact Ranking – and in Section 6.0 in the definition of Project Commitments.
- Effective information provision and engagement remains an ongoing challenge for the Project, given its scale and extent. While comprehensive community communication and engagement strategies are in place, and regularly reviewed, updated and adapted; further definition around stakeholder groups and their information needs and preferences would be advantageous. This will also be assisted by the implementation of a comprehensive annual monitoring and evaluation program, as required in the relevant Plans, conditions and further definition and description of social performance indicators for the Project outlined in this CSMP.
- Precinct 1 is the most highly precinct represented across all impact themes during both construction and operation. This is consistent with the EIS and reflective of the community angst and opposition to the project in that area. Therefore, commensurate initiatives in the Community Cohesion Program need to be focussed in this Precinct to respond accordingly.

5.0 Impact Management and Enhancement

This section provides an assessment of the key social impacts associated with the New M5 Project and their intended management and enhancement. In this regard, a detailed commitments register has been prepared and structured by impact theme, with a dedicated plan developed, as required under Condition B66, to enhance Community Cohesion across the Project Precincts. The register is included as **Appendix 2**. Note that actions in the register are relevant to all Precincts as defined in **Section 3** unless indicated otherwise, where actions marked with an * are relevant to Precinct 1 only (i.e. actions 1.21/7.17, 1.23, 1.26, 1.30, 1.33, 1.39/4.15, 1.42/4.11, 1.44/5.03, 3.29, 4.12, 7.08, 7.10 and 7.11) and actions marked with a # are relevant to Precinct 4 only (i.e. actions 1.34 and 7.12)

5.1 Ranking Methodology

As defined in Condition B66, the CSMP is required to include '*an assessment of the identified social impacts including type, probability and consequence*'.



To facilitate this objective, we propose a methodology that is consistent with:

- DPE's draft guidelines for SIA and the Project Condition
- RMS Practice Note – Socio-economic assessment (Section 5.5 Evaluating Significance)

The methodology to be employed to risk impacts, has considered the impact characteristics as defined in the guidelines outlined above.

The ***DPE Draft Guidelines for SIA*** refers to the need to address four main impact characteristics in the assessment of social impacts, namely:

- Duration – ongoing, construction, operations
- Extent – geographic extent, number of people affected
- Sensitivity – social value placed on the aspect and the resilience of potentially affected stakeholders and
- Severity – severity of the consequences of the impact.

If two of the above characteristics are likely to be significant or their significance is unknown, the social impact should be treated as significant. The guideline also refers to the need to consider the level of concern experienced by potentially affected stakeholders, which in the current Plan has been addressed through the engagement process during Plan development.

The ***RMS Practice Note for Socio-economic Assessment*** also considers evaluation of significance in social impact assessment. This guidance note gives consideration to:

- Impact Intensity – i.e. strength of the impact, proportion of the socio-economic value lost/enhanced and rate of loss/benefit
- Impact Significance – magnitude of the impact i.e. intensity or duration and the scope or extent of the effect
- Impact Duration – considers such things as the period of impact and whether the impact is continuous or temporary.

As with the DPE SIA guidance, the RMS guidance note also requests consideration of the level of community acceptability or community concern in relation to the impact when determining impact significance.

As with the above two guidance documents, the B66 condition also requests the need for the impact to be assessed by type of impact, probability of occurrence and consequence.

Therefore, the current impact assessment and ranking methodology utilised:

- categorises impacts by high, medium or low based on the likelihood and consequence of the impact occurring, in the absence of any mitigations
- applies proposed management measures (i.e. those recorded in the Action Plans/Commitments Register) and standard industry practices to mitigate the risk and
- re-assesses the likelihood and consequence of potential impacts after those management measures have been applied (i.e. the residual risk).

Figure 5.1 outlines the five consequence and likelihood levels which when combined result in either a low, medium or high risk level.

		Consequence category				
		5	4	3	2	1
		Slight/ Negligible	Minor	Moderate	Major	Severe
Likelihood category	1. Almost certain	Low	Med	High	High	High
	2. Likely	Low	Med	High	High	High
	3. Possible	Low	Med	Med	High	High
	4. Unlikely	Low	Low	Med	Med	Med
	5. Rare/ Remote	Low	Low	Low	Med	Med

Figure 5.1 Risk Matrix

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Likelihood levels range from 1 – almost certain through to 5 – a rare or remote chance of occurring; with the consequence levels applied further defined below:

- **Slight / Negligible:** Local, small scale, easily reversible change to socio-economic characteristics or values OR local, small scale opportunities that the community/businesses can readily pursue
- **Minor:** Short term recoverable changes socio-economic characteristics or values of which there is substantial capacity to adapt OR short term opportunities
- **Significant:** Medium term recoverable changes socio-economic characteristics or values of which there is some capacity to adapt OR medium term opportunities
- **Major:** Long-term recoverable changes socio-economic characteristics or values of which there is limited capacity to adapt OR long term opportunities
- **Severe:** Irreversible change to socio-economic characteristics and values of which there is no capacity to adapt.

5.2 Impact Predictions and Commitments

Table 5.1 Impact Assessment

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Impacts to Social Amenity – Noise										
1. Construction noise and vibration, especially at night	C	1	H	1	3	H	Management measures as per Manage Environmental Noise and Issues Procedure and Construction Noise and Vibration Management Plan. All out of hours works and weeknight work to be undertaken in accordance with the conditions outlined in the Manage Environmental Noise procedure and Out of Hours Works Protocol with advance notification of such works provided. Out of hours works to be programmed to minimise the number of consecutive nights work impacting the same receivers.	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
2. Construction noise during school hours	C	1	H	2	3	H	Noise emission management as per Environmental Noise and Issues Procedure, and Construction Noise and Vibration Management Plan. Consult with community stakeholders on the likely impacts of activities that may cause disruption (in accordance with Community Communications Strategy requirements). Sensitive area plan/sensitive stakeholder mapping identify socially sensitive areas with this shared with site crews. Maintenance of a program of one on meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites (including schools).	3	3	M
3. Blasting and vibration due to tunnelling	C	1	H	1	4	M	Management measures as per Construction Noise and Vibration Sub-Plan; **Appendix B**. Workforce site inductions to include components for noise and vibration management.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
4. Increased noise from upgraded roads and interchange, including proximity of housing to new roads.	O	1	H	2	3	H	Operational Noise and Vibration Review to include a consultation strategy to seek feedback from directly affected property owners on noise and vibration mitigation measures and procedures for the management of operational noise and vibration complaints (E37). Installation of acoustic treatments at specific/particularly affected residents. Relocate particularly affected/sensitive residents. An Operational Noise and Vibration Compliance Report (E38) will be prepared within 12 months of commencement of operation. If required, further feasible and reasonable noise and vibration measures will be implemented in accordance with E29.	3	3	M
5. Traffic and construction noise on Campbell Road	B	1	H	1	4	H	Measures as per Construction Noise and Vibration Management Plan. Adhere to the Project's Heavy Vehicle Code of Conduct and measures contained within to ensure that the noise impacts of heavy vehicle traffic on surrounding streets are minimised.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
6. Vibration impacts from tunnelling underneath schools	C	2	H	2	3	H	Management measures as per the Manage Environmental Noise and Issues Procedure, and Construction Noise and Vibration Management Plan. Maintenance of a program of one on one meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites (including schools).	3	3	M
7. Proximity of Canterbury Golf Course to motorway	B	3	M	2	3	H	Management measures as per Construction Noise and Vibration Management Plan and Operational Noise and Vibration Review Maintenance of a program of one on one meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
8. Proximity of housing to motorway in Kingsgrove	O	4	H	2	3	H	Operational Noise and Vibration Review to include a consultation strategy to seek feedback from directly affected property owners on noise and vibration mitigation measures and procedures for the management of operational noise and vibration complaints (E37). An Operational Noise and Vibration Compliance Report (E38) will be prepared within 12 months of commencement of operation. If required, further feasible and reasonable noise and vibration measures will be implemented in accordance with E29.	2	4	M
9. Construction noise *(Noise impacts differ substantially between precincts and between different operations within precincts. Given the diversity of localities where noise producing works are occurring the risk ranking will depend on the sensitive receiver and location. As such no technical assessment has been made in this table)*	C	All	H				Management measures as per the Manage Environmental Noise and Issues Procedure, and Construction Noise and Vibration Management Plan.			

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
10. Operational noise *(Noise impacts will differ substantially between precincts and between locations within precincts. Given the diversity of localities where traffic noise & noise from operational facilities occurs, the risk ranking will depend on the sensitive receiver and location. As such no technical assessment has been made in this table)*	O	All	H				Noise management measures to be implemented in accordance with Conditions E32 – E9 of the Ministers Conditions of Approval.			

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Impacts to Social Amenity – Increased traffic/traffic congestion										
11. Traffic congestion in the time period between the New M5 and M4-M5 Link opening	C	1	H	2	3	H	Traffic management measures during construction as outlined in the Construction Traffic and Access Plan and associated Incident Management Plan for Traffic.	2	4	M
12. Traffic congestion in the Ashmore urban renewal area and general traffic congestion in the St Peters area	O	1	M	3	3	M	Prepare a Road Network Performance Review Plan in consultation with Transport for NSW and relevant Councils that includes requirements outlined within condition of approval E40 i.e. updated analysis including modelling of traffic impacts to the adjoining roads network (including impacts on local roads and rat running) and intersections and comparison of pre and post road network performance for road users.	3	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
13. Concern that the new interchange will encourage overuse of back streets (particularly Mary Street, St Peters)	O	1	M	1	4	M	Prepare a Road Network Performance Review Plan in consultation with Transport for NSW and relevant Councils that includes requirements outlined within condition of approval E40 i.e. updated analysis including modelling of traffic impacts to the adjoining roads network (including impacts on local roads and rat running) and intersections and comparison of pre and post road network performance for road users.	2	4	M
14. Traffic congestion at Euston Road	B	1	H	2	3	H	Refer to Construction Traffic and Access Plan (CTAP); Section 2.9.3, 6.3 and 6.5. Condition of Approval Clause E40	3	3	M
15. Increased traffic congestion and changes to existing clearways on King St Newtown	B	1	H	3	3	M	Prepare a Road Network Performance Review Plan in consultation with Transport for NSW and relevant Councils as condition of approval E40.	4	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
16. Traffic management during and post-construction	B	1	M	3	3	M	Refer to Construction Traffic and Access Plan (CTAP); Section 2.9.3, 6.3 and 6.5. Condition of Approval Clause E40. Works constructed under full traffic and should not reduce capacity of traffic flows/movements.	4	4	M
17. Truck movements on Bexley Road creating increased traffic for residents	C	3	H	2	3	H	Implementation of the Heavy Vehicle Driver Code of Conduct which aims to minimise the impacts of construction traffic on transport networks and adjoining properties. Management measures as per the Construction Traffic and Access Plan (CTAP), e.g. Haul and delivery truck routes to and from construction sites will be developed to minimise impacts to local streets and maximise use of state and regional roads (Section 6.21)	3	4	M
18. General traffic congestion in the Kingsgrove area	B	4	M	3	3	M	Refer to Construction Traffic and Access Plan (CTAP); Section 2.9.3, 6.3 and 6.5. Preparation of a Road Network Performance Review Plan	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
19. Increases in traffic on roads around the New M5 including potential increases in 'rat runs' on local roads	O	All	H	2	3	H	A Road Network Performance Review Plan will be prepared at both 12 months and 5 years after the commencement of operation in accordance with Condition E40. The Review will confirm if mitigation improvements are required in areas where traffic performance may be unsatisfactory at the time of completion of construction. RMS will be responsible for the implementation of any identified measures.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Impacts to Social Amenity – Visual amenity										
20. Night lighting during construction phase	B	1	M	4	4	L	Construction and operation of the SSI with the objective of minimising light spillage to residential properties and be generally consistent with the requirements of Australian Standard 4282-1997 Control of the obtrusive effects of outdoor lighting. Additional management measures as per Ancillary Facilities Management Plan Section 6.12	4	5	L
21. Concern about the visual impact of the interchange. Perception exists that it will be a large dominating feature.	O	1	M	3	4	M	Urban Design and Landscape Plan, Section 3.7 (Design Approach) Impact anticipated to be quite low (height will only be 2.5 m above Princes Highway).	4	5	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
22. Visual impact of retaining walls near Motorway Operations Centre at Arncliffe	O	2	M	1	4	M	As per the Urban Design and Landscape Plan, Section 3.7 (Design Approach), landscape treatments will be used to soften the appearance of retaining walls and other structures, with a focus on creating an overall tree-lined streetscape environment rather than a focus on structures. Potential for the incorporation of retaining walls into the Public Art and associated projects resulting from that strategy.	1	5	L
23. Visual impact of the ventilation outlets	O	All	M	2	3	H	Physical requirements of ventilation outlets will vary between precincts (must be constructed at heights outlined in Part B of Environmental Performance B2). Implementation of an Urban Design and Landscape Plan (as per CoA B61). Potential for the incorporation of facilities into the Public Art and associated projects resulting from that strategy in consultation with community stakeholders.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
24. Visual impact of ventilation building in Bexley	C	3	M	1	3	H	Implementation of an Urban Design and Landscape Plan (as per CoA B61). The primary design objective of this Plan is to maximise opportunities for landscape areas that will accommodate large scale trees and planting opportunities to screen the proposed facility. Potential for the incorporation of ventilation buildings into the Public Art Strategy and associated projects resulting from that strategy in consultation with community stakeholders.	1	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
25. Visual impact of Perspex acoustics wall at Kingsgrove	O	4	M	3	3	M	The design of the noise attenuation at the western surface works will be confirmed during detailed design and in consultation with the local community and UDRP. Now intended that a noise mound and barriers will be installed with consideration to the provision of accessible open space at Beverly Grove Park and a landscaped outlook. Noise barrier design is still in design development, with the extent of the noise mound being confirmed. In all other locations where the Project then either opaque or transparent noise walls will be implemented. Details of noise wall locations and proposed treatment are covered in the Noise Barrier Location and Design Sub-plan in Appendix F of the Urban Design and Landscape Plan.	5	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
26. Visual impact of 40 metre high/ 250 metre long nets for Canterbury Golf Course	O	4	L	1	2	H	Condition of Approval B71 requires that golf ball deflection fence must meet height and width requirement of City of Canterbury Bankstown. Investigation of the possibility of incorporating a design on nets under the Public Art Strategy proposed with the Community Cohesion Plan.	1	4	M
27. Night lighting concerns at King George's Road intersection	C	4	M	3	4	M	Project Commitment to construct and operate the Project with the objective of minimising light spillage to residential properties and be generally consistent with the requirements of Australian Standard 4282-1997 Control of the obtrusive effects of outdoor lighting as per Condition of Approval B73.	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Impacts to Social Amenity – Air quality										
28. Dust impacts during construction, particularly during demolition of nearby properties	C	1	M	1	2	H	Strategies to prevent visible emissions of dust from the site and minimise impacts to air quality as outlined in the Construction Air Quality Management Plan (Sections 5 and 6) and Construction Environmental Management Plan (CEMP).	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
29. Appropriate school fencing to ensure dust from passing trucks during construction can be screened. Questions arising around whether all trucks are covered.	C	1	M	3	3	M	Strategies to prevent visible emissions of dust from the site and minimise impacts to air quality as outlined in the Construction Air Quality Management Plan (Sections 5 and 6) and Construction Environmental Management Plan (CEMP). Development of a program with local primary and secondary schools to facilitate further research and/or monitoring across key impact management areas and of relevance to their curriculum, e.g. air quality. Work in partnership with schools to track any significant changes specific to this stakeholder group.	3	4	M
30. Proximity of ventilation outlets and widened roads to sensitive receivers including residents and schools - impact upon air quality	O	All	H	1	3	H	Strategies to minimise impacts to air quality during operations to be managed in accordance with Conditions E1 – E30 and the Operational Environmental Management Plan (OEMP).	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Impacts to Social Amenity – Odour										
31. Odour associated with remediation of former Alexandra Landfill	C	1	H	1	2	H	Construction Air Quality Management Plan details how construction impacts on local air quality will be minimised and managed. Quantification of airborne pollutants including odour to be monitored. St Peters Interchange Landfill Contamination Management Plan (LCMP) and the framework contained provides for appropriate monitoring and management of any health and safety risks associated with operations at the Site including incidences of dust emissions. Ongoing adaptive management of issues as they arise.	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Health and Safety – Public risk – Road user safety										
32. Concern that Bedwin Road bridge is too narrow for pedestrians and cyclists	C	1	M	4	4	L	RMS to consider options for pedestrians and cyclists under the Pedestrian and Cyclist Implementation Strategy.	4	4	L
33. Safety, including pedestrian safety, associated with the interchange road works	C	1	H	2	3	H	Management measures as per Construction Traffic and Access Plan (CTAP), Cyclist and Pedestrian Access Strategy: Part 1 – Construction and Part 2 – Implementation. The CTAP includes the temporary implementation of roadwork speed limits, short and long term, along with a range of traffic controls to be implemented to manage the speed of traffic approaching and passing through and/or past the work sites.	3	3	M
34. Development of a safety rail for Euston Rail	C	1	L	3	5	L	Refer to Construction Traffic and Access Plan (CTAP), Cyclist and Pedestrian Access Strategy: Part 1 – Construction and Part 2 – Implementation.	3	5	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
35. Maintaining pedestrian access between St Peters, Marrickville Metro, Camdenville Public and St Pius Primary Schools	C	1	M	1	3	H	Where Project work areas restrict access to existing footpaths and underpasses, alternative routes will be implemented utilising existing pedestrian infrastructure and with acknowledgement of relevant RMS and AUSTROADS requirements and specifications. Connectivity associated with St Peters / local road upgrades for pedestrian and cyclists to be enhanced as per the design principles of the Urban Design and Landscape Plan which incorporates a series of shared footpaths, shared paths and cycleways.	1	4	M
36. During peak school periods, footpath on Unwins Bridge Road considered insufficient to safely allow students to walk without needing to step onto roadway to allow other pedestrians to safely walk past.	C	1	H	3	2	H	A new Campbell Street and Unwins Bridge Road connection to be delivered in accordance with MCoA B51 will join Bedwin Road over the railway bridge and May Street – alleviating the need to step onto the road.	4	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
37. Footpath not repaired outside business on Euston Road after construction activities	C	1	L	1	4	M	Any damage caused to third party property as a result of the Project to be rectified or compensated in line with the Property Damage Process contained within the CEMP.	1	5	L
38. Request for an overpass at the St George's intersection	C	4	L	1	5	M	The feasibility of an overpass to be developed at the King Georges intersection under investigation.	1	5	M
39. Diminished bicycle access and connections to the Bourke Street cycleway	O	1	M	2	3	H	Connectivity associated with St Peters/ local road upgrades for pedestrian and cyclists to be enhanced as per the design principles of the Urban Design and Landscape Plan which incorporates a series of shared footpaths, shared paths and cycleways.	3	4	M
40. Concern about pedestrian and cyclist access along Canal Road	O	1	M	2	3	H	Connectivity associated with St Peters/ local road upgrades for pedestrian and cyclists to be enhanced as per the design principles of the Urban Design and Landscape Plan which incorporates a series of shared footpaths, shared paths and cycleways.	3	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
41. Student safety and related access and parking issues associated with St Peters Public School and Community Preschool	B	1	H	2	3	H	Management measures as per the Construction Traffic and Access Plan (CTAP) and included measures for the safe management of vehicular, cyclist and pedestrian traffic during the design and construction stages of the Project, e.g. safe routes for pedestrians and cyclists during construction, design of permanent works to minimise interactions with existing road users, minimise the number of changes to the road users' travel paths, comprehensive communication of changes to roads or paths. Investigation of a schools safety program targeted to local schools impacted by construction activities to identify issues and improve safety as a part of the existing regular 'health checks' with affected or directly impacted stakeholders.	4	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
42. Safer access to Camdenville Park, St Peters for nearby school students who use the grounds for school sporting activities.	B	1	H	2	3	H	Investigation of a schools safety program targeted to local schools impacted by construction activities to identify issues and improve safety as a part of the existing regular 'health checks' with affected or directly impacted stakeholders.	4	4	L
43. Safety concerns as a result of design of new shared pathways and tree planting i.e. creation of areas where criminals can 'lurk'.	B	1&2	M	3	3	M	Undertake a crime prevention through environmental design analysis and address the potential for increased crime and anti-social activity in the vicinity of tree planting and boarding around the new shared pathways, based on outcomes of analysis e.g. Install CCTV surveillance within the Kindilan underpass	4	4	L
44. Accessible and safe school drop off and pick up areas at schools	B	2	H	2	3	H	Management measures as per Construction Traffic and Access Plan (CTAP), Cyclist and Pedestrian Access Strategy: Part 1 – Construction and Part 2 – Implementation.	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Health and safety – Public risk – Road safety										
45. Safety concerns associated with heavy vehicles on Burrows Road	C	1	L	5	5	L	Implementation of the Project's Heavy Vehicle Code of Conduct and Construction Traffic and Access Plan (CTAP).	5	5	L
46. Concern about speed limit on Campbell Road	O	1	M	3	4	M	The CTAP includes the temporary implementation of roadwork speed limits, short and long term, along with a range of traffic controls to be implemented to manage the speed of traffic approaching and passing through and/or past the work sites.	3	5	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Health and safety – Human health										
47. Dust generated by landfill clearing	C	1	M	3	3	M	Management measures as outlined in the St Peters Interchange Landfill Contamination Management Plan (LCMP) and the framework contained within which provides for the monitoring and management of any health and safety risks associated with operations at the Site during the landfill closure phase and post closure phase.	4	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
48. Asbestos management during demolition of houses	C	1	H	2	2	H	Measures for the handling, treatment and management of hazardous and contaminated materials (including asbestos) outlined with the CEMP at Section 5. Management of asbestos and other hazardous materials in accordance with the Manage Work with Asbestos and Manage Hazardous Substances Procedure. A commitment under the CEMP to prepare site specific asbestos management plans will be developed where relevant. Monitoring of air quality at discharge points. Fact sheets and briefing regarding hazardous materials also used as a mechanism to inform stakeholders, quarterly meetings, etc. as per the Community Communications Strategy.	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Health and safety – Mental health										
49. Stress caused by uncertainty of Project impacts	C	1	H	2	3	H	Implementation of a tailored Community Communication Strategy and documented communication and engagement tools and activities to proactively and effectively inform, engage and involve the community and stakeholders to minimise construction impacts and risk and uncertainties associated with these. These mechanisms will continue to be tailored to address issues of concern as they arise and stakeholder and community needs.	3	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
50. Conflict between community members and contractors leaving site	C	All	H	1	3	H	Toolbox talks are the primary method of raising awareness and educating personnel on issues related to all aspects of construction, including interactions with the local community. Contractor to meet regularly with relevant stakeholders to monitor anti-social behaviour.	4	4	L
Property and land use – Loss of recreational space/community land or facilities										
51. Three netball courts at Tempe will not be available for use for a period of three months due to placement of a grout plant	C	1	H	1	3	H	Tunnel grouting works at this location were unexcepted and unanticipated in the New M5 EIS. The works have been ongoing for a longer period than initially anticipated. SMC is investigating the possibility of a grant to offset the temporary loss of six courts due to construction activities. Contribution/grant targeted on new netball rings/court surfaces on remaining courts.	1	4	H

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
52. Concern about changes to Simpson, Camdenville and Sydney Park, including loss of green space.	O	1	M	3	3	M	Increase availability of usable green space/passive recreation areas as per proposed activities outlined in the Urban Design and Landscape Plan, e.g. transformation of the former Alexandria Landfill site. Underlying urban design principals of this Plan include to give back as much as possible to the community and maximise residual green space.	4	4	L
53. Concern about loss of park areas and social amenity	O	4	M	2	3	H	As above	2	4	M
54. Concern that public land off Princes Highway will not be accessible to the public	O	1	M	3	4	M	Condition modification to MCoA B67 to make land publicly available has been supported by the relevant local Council.	5	5	L
55. Widening of Euston Road resulting in loss of footpath	O	1	M	2	3	H	Where Project work areas restrict access to existing footpaths and underpasses, alternative routes will be implemented utilising existing pedestrian infrastructure and with acknowledgement of relevant RMS and AUSTROADS requirements and specifications.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
56. Loss of green and open spaces and sizes of facilities like the Kogarah Golf Course	O	2	M	2	3	H	Increase availability of usable green space/passive recreation areas as per proposed activities outlined in the Urban Design and Landscape Plan, e.g. transformation of the former Alexandria Landfill site. Underlying urban design principals of this Plan include to give back as much as possible to the community and maximise residual green space.	2	4	M
Property and land use – Residual land use and future development										
57. Concern about residual land development post-construction	O	1	M	3	3	M	Residual Land Management Plan (B67) to be developed in consultation with relevant Councils. Aim to be completed 12 months prior to operation of SSI	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
58. Requests from community to underground the bio-filtration basin at Garema Circuit, so that the land atop can be turned into parkland.	O	4	M	2	4	M	Bio-filtration basin cannot be undergrounded. Landscaping within and around the basin will be provided to ensure it is integrated with adjacent parkland. Linear Park Enhancement as required by Condition B62(d) will provide recreational facilities in lieu of open space however overall loss of open space along the corridor remains.	2	4	M
59. Loss of semi-industrial employment land for placement of bio-filtration basin at Garema Circuit	O	4	L	1	4	M	Project footprint minimised at EIS stage. Other parcels of residual land to be managed in accordance the Residual Land Management Plan, including assessment of feasible redevelopment.	1	4	M
60. Unresolved land use issue related to a small triangle of land where SMC has currently placed a noise shed, but in two years land will be returned to RMS	O	4	M	2	4	M	Intended that consultation be undertaken with the community as to their preferences for future land use of this area	2	5	L
Property and land use – Property damage										

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
61. Stability of slopes on cutting edge near interchange on north-west lease	C	1	L	1	3	H	Improvements works being monitored and some changes have taken place in design.	1	4	M
Property and land use – Property values										
62. Concern about impact of the Project on property values	O	1	H	4	4	L	Implementation of a tailored Community Communication Strategy and documented communication and engagement tools and activities	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Accessibility – Access to businesses/services/roads										
63. Diversion or temporary loss of walking and cycle paths	C	1	M	2	3	H	Where Project work areas restrict access to existing footpaths and underpasses, alternative routes will be implemented utilising existing pedestrian infrastructure and with acknowledgement of relevant RMS and AUSTROADS requirements and specifications.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
64. Accessibility of parents accessing childcare on Unwins Bridge Road	C	1	M	1	4	M	Any proposed changes to existing property access arrangements to be discussed with residents and businesses prior to commencement of Works. Maintain a program of one on meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites to identify possible management measures.	4	4	L
65. Concern about access to Railway Road	O	1	L	3	3	M	Prepare a Road Network Performance Review Plan in consultation with Transport for NSW and relevant Councils that includes requirements outlined within condition E40 of the CoA, e.g. - Comparison of pre and post road network performance for road users.	3	5	L
66. New and adjusted entries into eastern edge of Sydney Park	O	1	M	2	4	M	As above	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
67. Concern about median strip being constructed near business that will prevent right turns in and out of business on Princes Highway	O	1	H	2	3	H	Undertake early and on-going engagement and communication with affected business stakeholders	2	4	M
68. Public facility and public transportation routes access, including changes to bus stop locations	B	1	M	2	3	H	Condition B45 – relocation of bus stops relocated within 400 metres walking distance of the existing bus stop.	2	4	M
69. Pedestrian access and bike connectivity with Campbell Road	B	1	M	3	3	M	Where Project work areas restrict access to existing footpaths and underpasses, alternative routes will be implemented utilising existing pedestrian infrastructure and with acknowledgement of relevant RMS and AUSTROADS requirements and specifications.	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Accessibility – Access to residential properties										
70. Property access in St Peters	C	1	H	2	2	H	Maintain a program of one on one meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites as per the Community Communication Strategy.	3	3	M
71. Access to residential garages on Campbell Road	C	1	H	2	2	H	As above	3	3	M
72. Concern from residents on Barwon Park Road about living close to a busier road	O	1	H	1	3	H	Maintain a program of one on one meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining Project sites as per the Community Communication Strategy. Where possible and identified, eligible noise treatments in place. Approximately 600 properties identified for noise treatments.	1	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
73. Property access in Kingsgrove	B	4	H	2	2	H	Maintain a program of one on meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining Project sites as per the Community Communication Strategy.	3	3	M
Accessibility – Loss of parking										
74. Loss of parking in St Peters, including loss of residential and business parking on Euston Road	B	1	H	1	2	H	Regular engagement with Inner West Council regarding loss of available parking in the St Peters area (Precinct 1) and associated impacts. An Operational Parking and Access Strategy to be developed to address the permanent loss of parking as a result of works / design of the Project. Strategy to be developed in consultation with affected stakeholders.	2	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Economic & Financial impacts – Negative impacts to local business										
75. Reduction in passing trade	C	1	H	1	2	H	Allowance for the provision of signage to cover temporary obstructions, in consultation with business. Plan construction activities to avoid permanent obstruction to visibility.	3	3	M
76. Loss of income due to construction impacts on rental accommodation	C	1	H	3	3	M	Early and on-going engagement and communication undertaken with affected business stakeholders with tailored communication materials developed in consultation with businesses.	4	5	L
77. Concern about availability of replacement commercial and industrial stock on Canal Road	O	1	M	3	3	M	To be managed as appropriate by RMS acquisition management process	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
78. Concern about loss of rental revenue and tenants	O	1	H	3	3	M	Sensitive stakeholder mapping to identify key affected businesses. Early and on-going engagement and communication undertaken with affected business stakeholders with tailored communication materials developed in consultation with businesses.	4	4	L
79. Concern that businesses will be negatively impacted due to inaccessibility of businesses	O	1	H	2	2	H	As above	3	3	M
80. Impact on businesses seeking re-financing as lenders seeking property revaluation as a result of drilling	B	1	H	3	3	M	Sensitive stakeholder mapping to identify key affected businesses. Early and on-going engagement and communication undertaken with affected business stakeholders with tailored communication materials developed in consultation with businesses.	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Sense of community/Community cohesion – Population decline										
81. Decreased enrolments to St Peters Public School and Community Preschool due to accessibility and property acquisition	B	1	H	3	3	M	Work in partnership with schools in affected Project precincts to monitor enrolments and to track any significant changes specific to this stakeholder group. Maintain a program of one on meetings, regular briefings/forums and presentations with sensitive stakeholders and directly affected stakeholders/property owners adjoining construction sites.	4	4	L
82. Population decrease as a result of property acquisition	B	1	M	4	4	L	Implementation of a tailored Community Communication Strategy and documented communication and engagement tools and activities.	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Sense of community/community cohesion – Property acquisition										
83. Stress due to household relocation and demolition / loss of community networks	B	All	H	1	1	H	Project footprint is minimised to extent possible during concept design stages, prior to EIS exhibition. Property acquisition is managed in accordance with the Just Terms Compensation Act (1991). RMS maintained and operated a toll free WestConnex Acquisition Assistance Line for six months following completion of the final acquisition required for the SSI in accordance with MCoA C2.	1	2	H
84. Resident wants property (located behind Bexley North acoustic shed) acquired. Resident has made several complaints	O	3	H	1	3	H	Maintenance of a Toll-free phone line to provide assistance to relocated persons impacted by acquisitions for the Project. The WestConnex Acquisition Assistance Line provided an ongoing dispute resolution, counselling program and contact information to relevant services for all relocated persons in accordance with MCoA C2.	1	3	H

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Sense of community/community cohesion – General lifestyle impacts										
85. Local amenity impacts, including concern that the village of St Peters is under threat due to a range of issues caused by property acquisitions, loss of amenity and traffic	B	1	H	2	4	M	Potential impact to be mitigated through the implementation of the Urban Design and Landscape Plan and the strategies contained within including but not limited to the public open space strategy, urban forest strategy, street tree strategy and access and circulation strategy.	4	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Environment – Biodiversity										
86. Concern about loss of biodiversity, particularly trees and associated habitats at Simpson Park, Camdenville Basin and Sydney Park Road. However, it is worth noting that the fig trees, including seven at Sydney Park Road, have since been retained.	C	1	M	2	3	H	Removal of established vegetation will be minimised where possible. Significant trees e.g. existing fig trees at Simpson Park and Euston Road, will be retained and be subject to further assessment to ensure that Project Works do not affect their health and longevity. An independent experienced and suitably qualified arborist must be engaged to prepare a comprehensive Tree Report(s) prior to removing any trees on the periphery and/or outside the construction footprint	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Environment – Contamination										
87. Concern about the content of the landfill site near Canal Road as part of clearing of this site	C	1	H	3	3	M	Approved plans for formal closure of land fill sites and plans to manage contaminated material are in place under the – Construction Contaminated Land Management Plan	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Information Provision – Access to Project information										
88. The open space created in the red zone near terraces will not be accessible until 2022. Concern that community are not aware of this timeframe (Stage 3 - June/July 2018)	C	1	M	2	3	H	Publication of Project fact sheets on stakeholder/community topics of interest Continual tailoring of information to topics of identified stakeholder / community interest or need depending on the stage of the Project and current activities. Preferred delivery mechanisms to be continually reviewed post regular reviews and evaluation of the Community Communications Strategy.	5	5	L
89. Concern that current information provided to businesses and residents is insufficient and is creating uncertainty	C	1	M	3	2	H	As above	5	5	L
90. Confusion as to how the completed interchange will work	O	1	L	3	5	L	As above	5	5	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
91. Confusion about local road upgrades	O	1	M	3	5	L	As above	5	5	L
92. Concern that some local businesses may not have full appreciation of changes to property access as a result of road changes	B	1	L	3	3	M	As above	4	4	L
93. Alternative information provision mechanisms, aside from the website. Preference for more on-the-ground consultation with specific updates on air quality monitoring and contingency plans.	C	2	M	3	4	M	Preferred delivery mechanisms to be continually reviewed post regular reviews and evaluation of the Community Communications Strategy	4	4	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Transport – Heavy vehicle use										
94. Concern about trucks parking on Silver St	C	1	M	3	4	M	Regular communication and face to face consultation regarding construction updates and temporary parking removal activities as per the Construction Access and Parking Strategy and the Community Communications Strategy. Significant worker parking available on site provided. Toolbox talks/internal communication to staff to ensure awareness of permitted parking areas and impacts. Daily visual inspections by relevant construction personnel and weekly documented site walks by supervisors.	4	4	L

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
95. Concern about increased traffic movements, including heavy vehicles in the local area	C	1	H	1	3	H	A Vehicle Driver Code of Conduct in place to minimise the impacts of construction traffic on transport networks and adjoining properties including acceptable behaviour for all heavy vehicle drivers operating in connection with the Project. Request for traffic modelling data and findings	2	4	M
96. Concern about trucks entering and leaving sites	C	2&3	M	1	3	H	Management measures outlined in the Construction Traffic and Access Plan (CTAP) address the safe management of vehicular, cyclist and pedestrian traffic during the design and construction stages of the Project.	3	3	M

Impact/Issue/Opportunity	Phase (C=Cst, O=Ops, B=Both)	Precinct	Stakeholder Impact Ranking	Probability	Consequence	Impact Ranking	Key Management Measures	Probability	Consequence	Technical Impact Ranking
Project design										
97. Concern original plans on Campbell Road were too close to residences (2-3 metres)	O	1	H	1	3	H	Revised plans will now mean road is 8-9 metres away from residences due to installation of grassed median and cycleway	3	4	M
98. Concern over construction of shared pathway near Euston Road. Council opposed to it as cycleway already exists	O	1	L	2	4	M	Path becomes footpath only where there is now a preferred separation of pedestrians and road	3	5	L
99. Concern about flood prone land and stormwater infrastructure at Camdenville Park	B	1	L	3	4	M	Redesign of Camdenville Park Intersection has been undertaken to reduce flooding in the area	4	5	L

6.0 Responsibilities, Reporting, Monitoring and Review

6.1 Roles and Responsibilities

In the development of the CSMP, responsibilities for delivering on Project commitments have been identified and noted, where relevant. While some actions/commitments are currently in progress, others require further scoping and development prior to implementation.

A number of parties have responsibility for implementation of particular CSMP commitments and integration of these relevant items into their execution plans, management plans and respective reporting regimes. In the context of the CSMP for the New M5 Project, the following stakeholders have roles/responsibilities in the Plan's implementation and evaluation.

- ### Sydney Motorway Corporation
  Sydney Motorway Corporation is a private company limited by shares and established by the NSW Government in August 2014 under the Corporations Act 2001 on behalf of the State. SMC was created to finance, deliver, operate and maintain major infrastructure solutions to support Sydney's long-term economic and population growth. SMC is governed by a majority independent Board appointed by its shareholder Ministers.

- ### M5 Asset Trustee
  M5 Asset Trustee is a subsidiary of Sydney Motorway Corporation and is responsible for managing the design and construction of the WestConnex New M5 Project. M5 AT has overall responsibility and accountability for compliance with Department of Planning Condition B66 and is responsible for the preparation and delivery of the Community and Social Management Plan (CSMP) and Community Cohesion Plan (CCP).

- ### D&C Contractor
  CPB Contractors, Dragados, Samsung Joint Venture were awarded the contract to design and construct the New M5. The CDS JV Community Relations team is the conduit between M5 AT and the community. The Community Relations team is responsible for ensuring proactive consultation and two-way communication is maintained with all stakeholders throughout the delivery of the project. The CDS JV Community Communications Strategy Rev 04 (CIP) comprehensively outlines how community communication and engagement will be managed to ensure the Project's community obligations, information, consultation and compliance requirements and reporting will be achieved. The CCS has been approved for implementation by DPE.

- ### Roads and Maritime Services (RMS)
  Roads and Maritime Services commissioned Sydney Motorway Corporation to deliver and finance WestConnex, and retains a key assurance role on behalf of the NSW Government. A number of Government functions, such as property acquisition and planning, remain the responsibility of RMS. A number of Ministers Conditions of Approval have also been allocated to RMS such as the M5 Linear Park enhancement sub-plan and the St Peters Recreational area sub-plan.

Formally two main teams are responsible for the development and implementation of CCP programs and actions at a community level. In delivering the CSMP, both teams will be required to work collaboratively with a range of stakeholders and community groups/organisations across the Project Precincts. Further detail on the roles of the respective teams is provided below.

6.1.1 Community Relations Teams

Formally three main teams are responsible for the development and implementation of CCP programs and actions at a community level. In delivering the CSMP, both teams will be required to work collaboratively with a range of stakeholders and community groups /organisations across the Project Precincts. Further detail on the roles of the respective teams is provided below.

6.1.1.1 CDS JV Community Relations Team (CRT)

As a key member of the Project team, the community relations function is the conduit between the Project team and the community. The team is responsible for ensuring proactive consultation and two-way communication is maintained with all stakeholders throughout the delivery of the Project. The CRT also liaises with SMC Communications and indirectly with RMS to ensure that communications and consultation are delivered as per the requirements of the conditions and to ensure best industry practice.

The CPBDS-JV CRT is led by the Community Relations Manager (CRM) supported by CRT's who will be integrated within each of the sub-project construction teams (refer to **Figure 6.1**). The CRT is based at the Project's Community Information Centre and at the construction compounds as required during project construction progress.

The CRM is the designated community contact for the Project and is responsible for the development, implementation and management of the community relations and communication and engagement strategy for the duration of the project. The CRM works closely with SMC's Community team to achieve the best for Project community communication, consultation and involvement outcomes. Recognising the importance of the function, the CRM is also a member of the Project's leadership team.

The community team adheres to a number of protocols including complaints and enquiries management, registering feedback, response timeframes, requirements for mediation etc. The CRT will be actively involved in communicating these processes to all Project personnel through inductions and toolbox talks and will monitor and report on adherence to these processes.

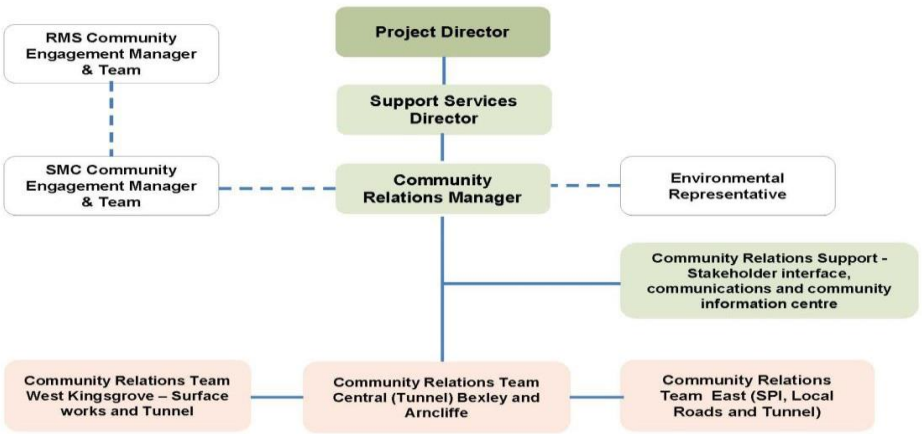

Figure 6.1 CDS JV Roles and Responsibilities

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The CRT is committed to:

- working collaboratively with the SMC and in particular, the community engagement team
- ensuring the community is well informed and aware of the Project by providing regular, accurate and timely information using a range of accessible communication channels and tools
- delivering effective community consultation and two-way communication that provides stakeholders with opportunities to connect and interact identify issues/concerns and actively provide input in the development of solutions to minimise the impacts.
- consult with stakeholders about specific matters related to project works and conditions of approval
- responding to complaints quickly and efficiently
- early identification of potential community and business issues and their impact and proactively implementing communication strategies to avoid, minimise or resolve them
- identifying opportunities to build community goodwill and strengthen reputations, and
- coordinating information flow between neighbouring Projects, as required
- maintaining an updated enquiries and complaints register for monitoring and compliance reporting.

Importantly, the CRT will be available 24 hours a day 7 days a week as a first point of contact for all community and stakeholder enquiries and complaints.

As required under Infrastructure Approval (Conditions of Approval) D1, the Project must nominate a suitably qualified and experienced Environmental Representative (ER) for the approval of the Secretary, prior to commencement of construction.

Acting independently of the Project, the ER will be employed for the duration of the Project as an independent advisor on environmental matters including but not limited to: advice on matters relating to the achievement of the outcomes expected in the infrastructure approval as well as compliance with the infrastructure approval; communicate regularly with the Secretary, be the principal point of advice in relation to the environmental performance of the Project, and be consulted in responding to the community concerning the environmental performance of the project where the resolution of points of conflict between the Project and the community is required.

The CRT will consult and work closely with the ER and the Project's Sustainability and Environment Manager to ensure concerns about environmental matters raised by local communities and stakeholders are managed in a timely and responsible manner. This includes the provision of relevant details of all environmental related complaints and issues to the ER for the purpose of monthly reporting to the Secretary.

Community members can also discuss or provide feedback to the ER in relation to environmental management and delivery of the Project if requested. Relevant contact details are included on the project website.

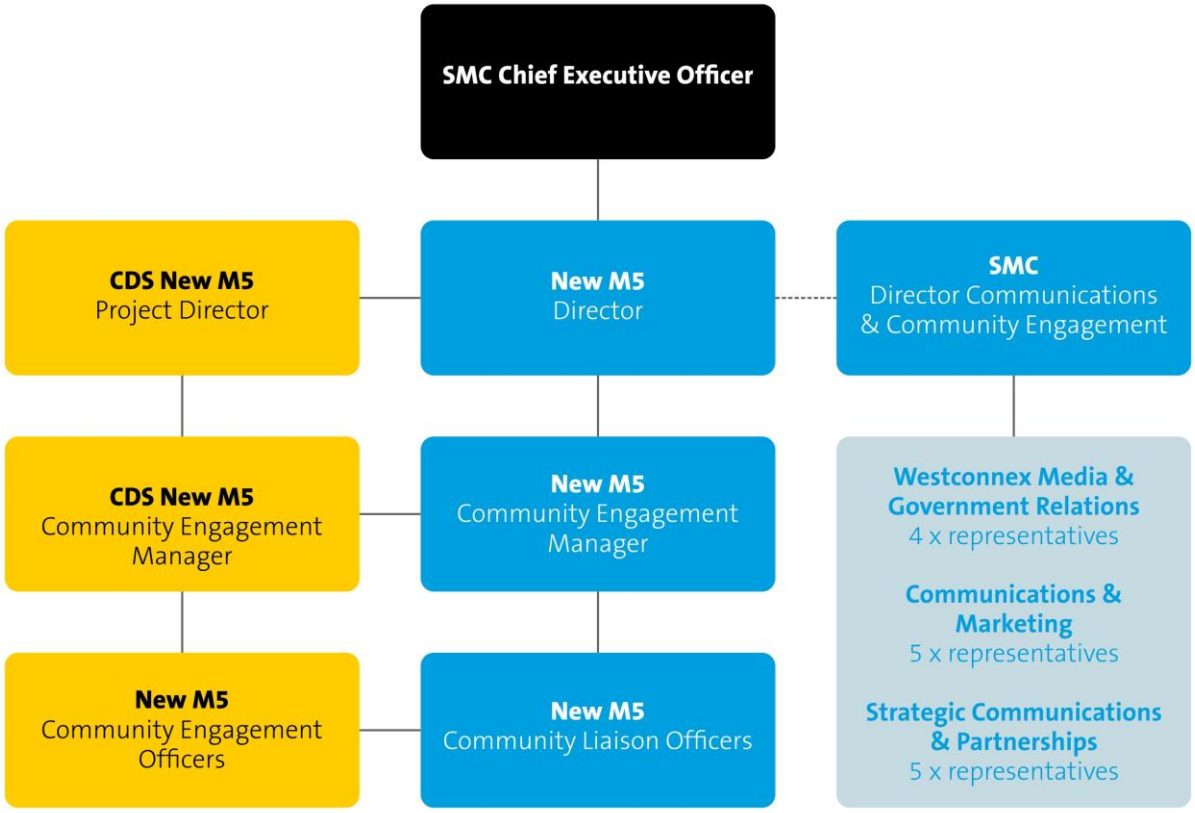

Figure 6.2 New M5 Community Engagement Team

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6.1.2 Community Connections Team

The SMC Community Connections Team is responsible for supporting communities and businesses across the WestConnex Corridor as part of SMC's broader Sustainability Policy; and to facilitate capacity building in individuals and local community organisations.

6.2 Monitoring and Evaluation

As a requirement of B66 a) vii to ix, the Community and Social Management Plan is required to:

(vii) *document mechanisms for monitoring social impacts and review the effectiveness of mitigation measures;*

(viii) identify mechanisms for the reporting of social impacts during construction and

operation of the SSI; and

(ix) outline mechanisms for ongoing consultation with communities and key stakeholders.

In addition, the CCP under B66 b) has the purpose '*to enhance community cohesion in precincts directly affected by the SSI'*.

The management of social impacts and enhancement of community cohesion are inherently subject to a level of uncertainty, particularly as the project transitions from construction into operation. In dealing with people, groups and communities, external processes of social change have the potential to alter the experience of impacts previously identified, make some impacts and corresponding actions obsolete, and/or be cause for additional impacts and corresponding actions to occur. As such best practice ongoing management of social impacts is considered to need to be flexible enough to adapt to changing socio-economic and project contexts.

A key aspect of adaptive management in this context is the effective monitoring of progress and outcomes and whether they have been implemented and recorded appropriately. Alongside monitoring, regular progress evaluations will enable flexibility in ongoing management to ensure that management actions are effective and corresponding funding is appropriately directed.

As the Community and Social Management Plan will span both the construction and operational phases of the project, the management of social impacts will need to respond accordingly. It is considered that as the New M5 project transitions between these two stages, further documentation will be required to address the '*monitoring social impacts and reviewing the effectiveness of mitigation measures'* requirements of Condition B66(a, vii). Following approval of this CSMP document, any documentation prepared in relation to compliance with B66(a, vii), will be appended to future revisions of this document to be submitted for information to DPE and uploaded online in accordance with Condition C5(e).

6.2.1 Management and monitoring of social impacts during Construction (2016 – 2020)

The construction Contractor, CDS JV adopts an adaptive approach to the management of social impacts in accordance with the Community Communication Strategy (Condition C1).

Consultation during construction is mainly implemented by CDS JV in accordance with the Community Communication Strategy. This strategy includes multiple opportunities for consultation and feedback through initiatives such as street meetings and community forums. Outcomes of these activities are recorded in the overall project consultation register, which is then used as a data source for future monitoring and reporting of social impacts.

The WestConnex 1800 660 248 complaints and enquiries telephone line and email address (info@westconnex.com.au & info@newm5.com.au) form the primary mechanisms via which members of the community can report social impacts. In addition, CDS JV operates a Community Information Centre which the local St Peters community can attend during weekdays from 9am – 5pm to report and discuss social impacts.

The New M5 Asset Trustee will be undertaking consultation with respect to the CSMP during construction, as well as into operation. The consultation during construction will be on initiatives such as those outlined in the commitments register (Appendix 2) and proactively encouraging stakeholders along the project corridor to avail of grants through the Community Connections Program.

The following activities are proposed specifically to monitor socio-economic project impacts and review corresponding mitigation measures during construction in accordance with Condition B66(a, vii):

- One **Monitoring Report** will be prepared during construction (2019) to provide a status update on the activities undertaken in accordance with the commitments register. The report will also include a summary of consultation activities undertaken over the course of the preceding year, the nature of

complaints received and case studies into how mitigation measures for social impacts are being continuously tailored based on stakeholder feedback.

- An **Operational Progress Monitoring and Evaluation Report** will be completed in 2020, as the project transitions from construction into operation. The Operational Progress Monitoring and Evaluation will present a *fit for purpose* (see 6.2.4) evaluation framework including the objectives, targets and indictors for the ongoing evaluation of the implementation of the CSMP and CCP. The report will build on the profiling and assessment undertaken for the CSMP as well as monitor progress against completed and ongoing commitments. It will detail both how far the project has come, and what is anticipated to be achieved through the first three years of operations.

The preparation of these reports will include mechanisms for ongoing consultation with communities and key stakeholders in accordance with B66(a)(ix), as detailed at Section 6.2.3.

6.2.2 Management and monitoring of social impacts during operational implementation of CSMP & CCP (3 years after commencement of operations)

The New M5 Asset Trustee will assume responsibility for consultation with the community as the project enters into the operational phase.

The WestConnex 1800 660 248 project complaints and enquiries line, or equivalent, will be maintained during the first three years of operation of the New M5, in accordance with the requirements of MCoA B66. The WestConnex complaints and enquiries email address (info@westconnex.com.au) or equivalent, will also be maintained during this timeframe. These contact points will serve as one of a number of mechanisms via which the community can report social impacts.

The following activities are proposed specifically to monitor socio-economic project impacts and corresponding mitigation measures during operations in accordance with Condition B66(a, vii):

- Three **Monitoring Reports** will be prepared during operation (2020, 2021 & 2022) to provide a status update on the activities undertaken in accordance with the commitments register. The reports will also include a summary of consultation activities undertaken over the course of the preceding year, the nature of complaints received and case studies into how mitigation measures for social impacts are being continuously tailored based on stakeholder feedback.

- a **Monitoring and Evaluation Completions Report** will be completed within three years of operations, corresponding with the completion of the CSMP and associated documentation in 2023 or 3 years after commencement of operation (in alignment with the requirement of Condition B66). The completion report will document the overall implementation of the CSMP and associated documentation, including outcomes of reviews of the CSMP and consideration of the key questions addressed by a defined *fit for purpose* framework. The report will include an overview of key areas of change or development in the affected precincts in relation to the New M5. It is anticipated that this report will finalise any compliance requirements under Condition B66.

The preparation of these reports will include mechanisms for ongoing consultation with communities and key stakeholders in accordance with B66(a)(ix), as detailed at Section 6.2.3.

6.2.3 Consultation in preparation of reports

As noted above, the community will have mechanisms to report social impacts via the project complaints and enquiries channels. However, to ensure the community is provided with ample opportunity to report social impacts both during construction and operation, input from stakeholders will be proactively sought during the preparation of the **Operational Progress Monitoring and Evaluation Report** and the **Monitoring and Evaluation Completions Report**. These reports will assess the effectiveness of particular strategies and

programs as they relate to community cohesion, engagement of targeted stakeholder groups and the wider community. Methods to be utilised to consult with communities and stakeholders whilst assessing social impacts in the preparation of these reports will include:

- Personal interviews – e.g. follow up interviews with impacted stakeholders in relation to the effectiveness of impact mitigation actions adopted to date;
- Targeted surveys or focus groups – e.g. with specific stakeholder groups such as schools and local resident groups in relation to the accessibility and effectiveness of impact management;
- Meetings – e.g. with councils and key stakeholders.

The engagement activities outlined above will be utilised to evaluate the effectiveness of Project mitigation measures, communication and engagement methods adopted to date, as well as provide a mechanism for ongoing consultation with stakeholders and communities. As previously noted, some information will also be collected through the ongoing engagement program developed and implemented to comply with other Conditions. This supplementary information will also be referred to where and as required.

To ensure the community is not subjected to 'consultation fatigue', the preparation of the **Monitoring Reports** (prepared both during construction and operation), will consist of targeted consultation with stakeholders during the fulfilment of commitments outlined in the register at Appendix 2 of the CCP only. For the avoidance of doubt, it is considered broader 'consultation' with stakeholders is still occurring, as the project is already proactively engaging to fulfil the commitments outlined in the Commitments Register.

6.2.4 Fit for purpose framework

To ensure a consistent and easily understood method of structuring the evaluation process is adopted, a *fit for purpose* framework for monitoring and evaluating the outcomes of the CSMP and its related Plans (e.g. CCP) will be implemented for the **Operational Progress Monitoring and Evaluation Report** and the **Monitoring and Evaluations Completions Report**. The framework will assess the implementation status and effectiveness of mitigation and enhancement commitments and will also track community issues and concerns in relation to construction and operational Project impacts through various mechanisms. Examples of the framework structure and framework output from similar infrastructure projects are provided at Figure 6.3 and Figure 6.4 respectively.

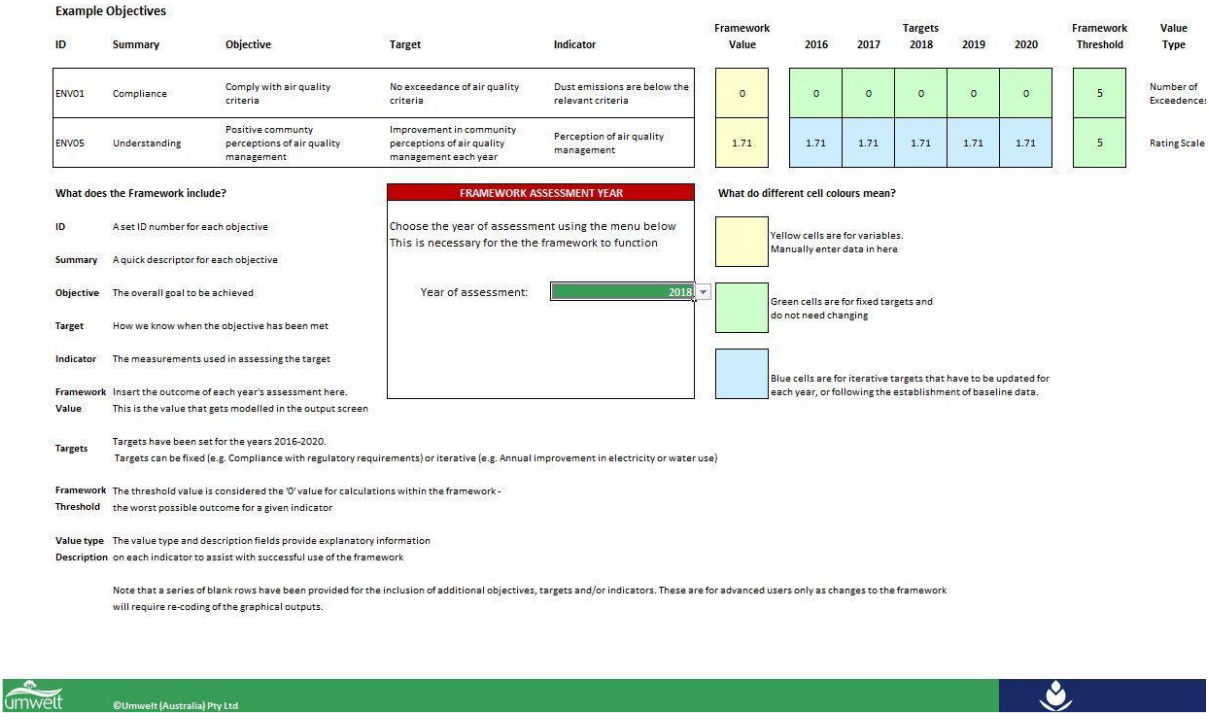

Figure 6.3 Example Framework Structure

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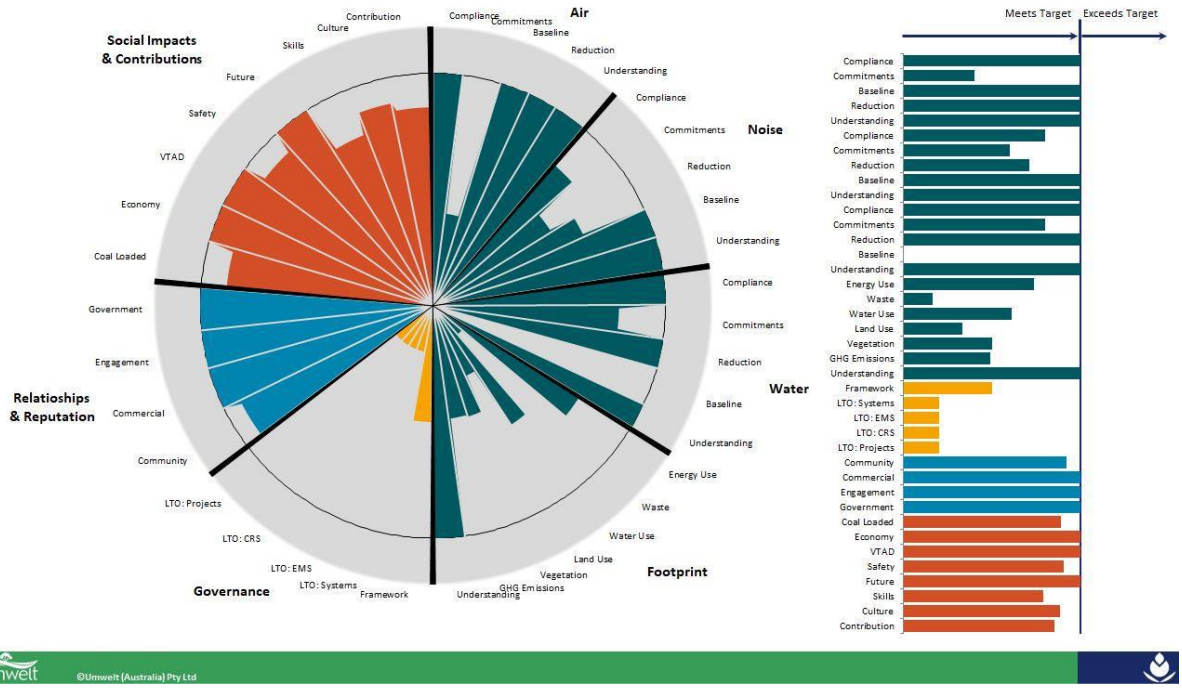

Figure 6.4 Example Framework output

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The *fit for purpose* framework will incorporate appropriate evaluation methodologies, identify relevant indicators and monitor progress on strategies and actions documented in the Commitments Register. In this way it will not only consider whether or not commitments have been completed, but also be used to assess to what extent community cohesion has been enhanced in affected precincts as per the purpose of the CCP.

Figure 6.5 highlights the process of developing and implementing an effective monitoring and evaluation process for the New M5 as the project transitions into its operational phase.

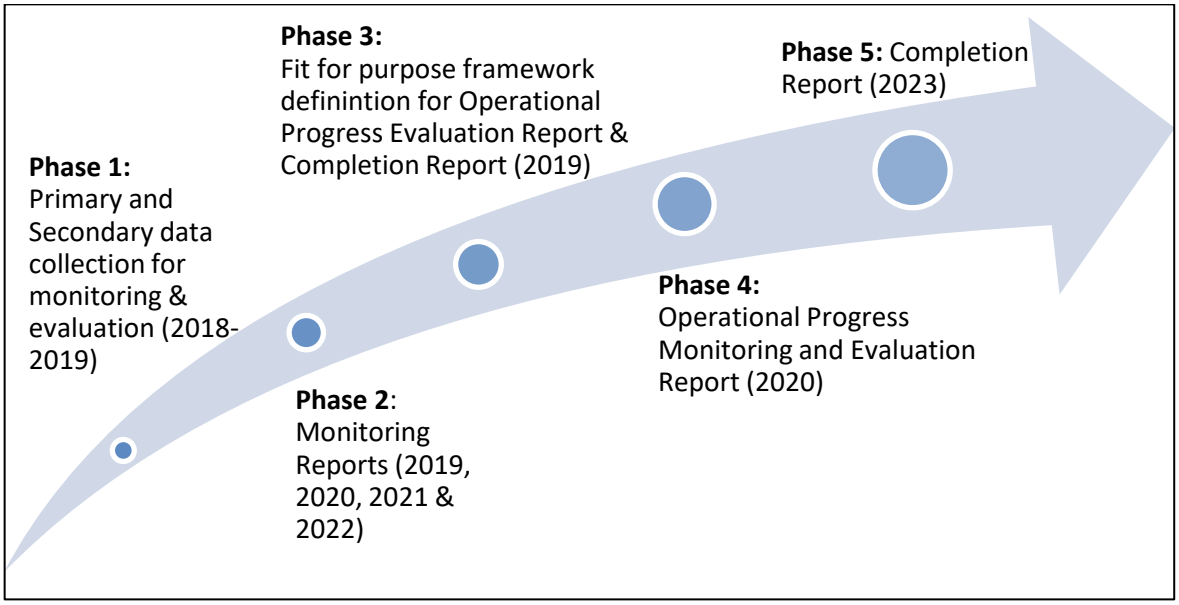

Figure 6.5 Monitoring and Evaluation Phases

Phase 1 includes the collation of relevant primary and secondary data for ongoing monitoring and evaluation. It is anticipated that the majority of information will be sourced from existing datasets held to assess compliance with the various commitments outlined in the CSMP. It should be noted that Phases 2 to 5 will also involve each involve data collection, analysis and reporting, although not expressly defined in Figure 6.5.

Phase 2 includes the preparation of the **Monitoring Reports** which will be used as data sources for the development of the **Operational Progress Monitoring and Evaluation Report** and the **Monitoring and Evaluation Completions Report,** at a later date.

Phase 3, fit for purpose framework definition, will involve development of themes with outcome based evaluation objectives, corresponding targets and measurement indicators to guide the evaluation program, as per **Figure 6.6**. The CSMP and CCP have already addressed a range of impact themes and these will be considered and grouped in the development of the evaluation themes.

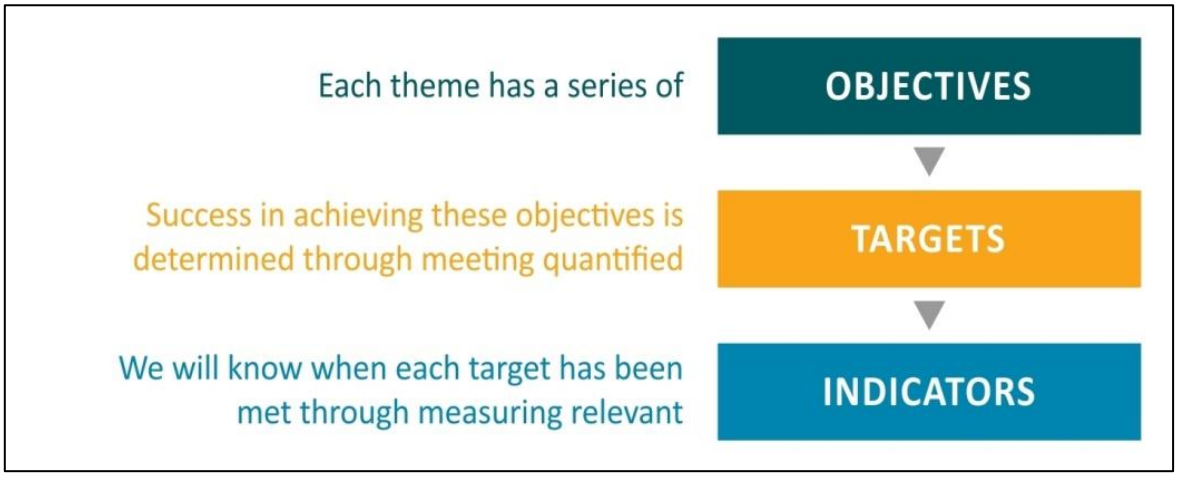

Figure 6.6 – Inputs for Framework definition

During phase 3, a meeting will be scheduled with representatives of DPE to provide an overview of the proposed framework for feedback, prior to moving into the evaluation phase for the preparation of the **Operational Progress Monitoring and Evaluation Report**.

Phase 4 and 5 will include the preparation of the **Operational Progress Monitoring and Evaluation Report** and the **Monitoring and Evaluation Completions Report.** These reports will include the collation of relevant indicators/measures that address the objectives and targets identified in the *fit for purpose* framework definition phase, in line with the agreed reporting timeframes.

Overall, the proposed approach will utilise a comprehensive range of methods, data sources, reporting mechanisms designed to make use of quantitative and qualitative, and objective and subjective data including:

- Socio-economic data to provide a context and understanding of community change at the Precinct level and across the broader community (population increases or decreases, employment, age and home ownership levels);
- Input/output indicators of organisational (e.g. number of people employed, number of/spend on local suppliers, funding provided to schools, funding provided to other service sectors, etc.) and community performance to track social impacts at the Precinct level (e.g. new business registrations, increase in school enrolments);
- Impact outcome measures to monitor the effectiveness of management strategies – lead and lag indicators would be selected for each impact area, in collaboration with subject matter experts and personnel responsible for the design and delivery of mitigation/enhancement measures (e.g. environmental monitoring results, complaints received, use of the New M5 and existing M5 East);
- Community perception indicators from the various consultation mechanisms to understand 'what matters most' and to gauge success of strategy implementation at the community level; and
- Program evaluations and 'performance stories'/case studies to evaluate and describe the outcomes of specific enhancement initiatives to identify the personal and emotional effects and benefits of programs/projects, which are not always tangible or captured by quantitative data.

Indicators should ideally be valid, reliable, simple, comprehensive, available and practical (Black and Hughes, 2001) and where possible should utilise data that is already being collected i.e. by other agencies, or which

can be easily extracted from standard operating procedures or processes. Community perception data will be collected through appropriate survey and polling mechanisms to be undertaken in conjunction with Umwelt.

The *fit for purpose* framework will therefore be simple and address the most important priorities i.e. ensuring compliance and delivering on commitments made. Appropriate mechanisms for tracking effectiveness and overall community impact will be developed with key measures for monitoring effectiveness identified and baseline data established in the early stages of program/project development and implementation.

According to best practice Social Impact Assessment (SIA) principles in relation to monitoring and evaluation social impacts, the following are required:

- Comprehensive baseline data against which impacts and strategies can be assessed;
- All potential impacts should be identified and considered prior to monitoring framework design;
- Monitoring design requires consultation with the community, usually during the Environmental Impact Assessment process, and during the course of the monitoring and evaluation program.

The New M5 Project Environmental Impact Statement (EIS) and CSMP processes have addressed the dot points above, in providing baseline assessment and a preliminary identification of relevant indicators for measurement, affording an appropriate foundation for further development of the *fit for purpose* framework.

Outputs of the evaluation will be included in the interactive model (Figure 6.4) and ultimately included in the **Operational Progress Monitoring and Evaluation Report** and the **Monitoring and Evaluation Completions Report.**

Therefore, in summary, in relation to implementation, the *fit for purpose* monitoring framework to address B66(a, vii) will address whether the New M5 Project is meeting its SIA and CSMP conditions and commitments; and in relation to effectiveness, the framework will address:

- To what extent impact mitigation and enhancement strategies have been effective?
- To what extent are community engagement activities and initiatives achieving their intended outcomes?
- Are there any unforeseen/unintended issues, impacts or opportunities that have emerged?
- What has been the net community cohesion benefit of the Project to affected precincts?

APPENDIX 1

Community Cohesion Plan

***Note**

Appendix 1 & 2 are currently being updated to address review comments provided by the Department of Planning and Environment on 9 August 2018.

Appendix 1 & 2 will be resubmitted to the Department of Planning and Environment for review and approval in November 2018, prior to publication online.

APPENDIX 2

Commitments Register

***Note**

Appendix 1 & 2 are currently being updated to address review comments provided by the Department of Planning and Environment on 9 August 2018.

Appendix 1 & 2 will be resubmitted to the Department of Planning and Environment for review and approval in November 2018, prior to publication online.

APPENDIX 3

Complaints Register Analysis

Appendix 3 – Complaints Register Analysis

Table A3.1 Complaints Register

Sub category	Details	Precinct
Noise/vibration	• Construction noise from cabling work. • Noise and vibration at night during pavement testing work. Claim that work was carried out after midnight. • Noise associated with utility investigation work on Brown Street. • Construction noise during night and day on Silver Street and Princes Highway. Interfering with sleep and ability to work from home. • Concern about upcoming work on Unwins Bridge Road and potential impact on sleep and mental health. Request for relocation. • Noise disturbance from road plate over excavation and traffic travelling over it. • Disturbance from night work on Campbell Street. Resident asked if property was eligible for relocation. • Noise disturbance during barrier removal at Campbell Street. • Construction noise on Campbell Road. • Resident concerned that noise treatment process had not progressed for his property on Campbell Road. • Noise and vibration, thought to be from the spoil shed near Bishop Street. • Sleep disturbance near Mary Street due to rumbling sound.	1
	• Construction noise and vibration at night at Flora Street. • Noise (including night construction works) taking place in vicinity of golf course. • Noise (possibly horn) from Arncliffe site.	2
	• Construction noise at night. • Humming noise coming from Bexley North site.	3
	• Noise causing sleep disturbance to children on Glamis Street. • Noise from hammering on Glamis Street. • Noise related to vehicle movements and the piling rig shaking off spoil. • Noise related to dirt being scraped off road and auger shaking of the spoil.	4

Sub category	Details	Precinct
	• Noise associated with the Garema Circuit disturbing sleep of shift worker. • Noise related to piling activities near Glamis Street. • Construction noise at night near motorway was excessive and causing sleep disturbances for family. • Woodchip litter after stump grinding on Silver Street.	
Air emissions	• Concern over airborne dust from mulching activities on Euston Road. • Increased dust in a gym on Princes Highway. On one occasion gym was evacuated and ongoing complaints by members of dust on cars. • Plumes of dust near Campbell Street. Concern about proximity to school. • Dust from Campbell Street works. Dust management measures felt to be ineffective. • Dust from SPI and Campbell Road demolition site, again management procedures believed to be ineffective. • Dust on property on Barwon Park Road from SPI site. • Dust on St Peters Street. • Concern that about asbestos removal process during demolition of homes on Campbell and Brown Street e.g. workers felt to not be wearing appropriate PPE, bins labelled as containing being left open, dust management perceived to be sub-standard, alleged asbestos material remaining on site at Brown Street, not using hoses to suppress dust. This issue was raised by multiple residents. • WAG reported various alleged breaches of conditions and compliance issues and inadequate responses by CDS.	1
	• Dust on property at Flora Street requiring regular cleaning. • Dust leaving the Arncliffe site and impacting surrounding streets.	2
	• Dust from site gathering on property on Jones Avenue. • Dust from site covering resident car and windows near Glamis Street. • Dust allegedly caused pool at residence on Glamis Street to become dirty. • Dust on car, property and washing on Armitree Street. • Dust on balcony and property on Barwon Park Road.	4

Sub category	Details	Precinct
Odour	Odour associated with the landfill clearing at the SPI site.	1
Visual amenity	Light spillage into residential properties on Glamis Street.	4
Increased traffic/ congestion	Complaint about closure of Campbell Street.	1

Table A3.2 Complaints related to Health and Safety

Sub category	Details	Precinct
Safety/security	• Concern from parents of Street Peters Public School students about pedestrians being detoured onto the Princes Highway footpath safety as part of the power cabling installation works. • Tree stumps, temporary asphalt surface and loss of footpaths on Silver Street considered a hazard. • Cover of speed limit sign of Campbell Road considered a hazard. • Safety for pedestrian and motorists on Campbell Street due to traffic changes. • Fencing on Campbell Road at Sydney Park believed to be a hazard (rectangular rail protruding). • Pedestrian access for wheelchairs and prams impeded by signage on various streets around St Peters. • Debris blowing from demolition sites onto road causing safety issues. • Temporary access on Princes Highway near Edith Street and Edith Lane felt to be unsafe.	1
Pedestrian/cyclist changes/detours	• Footpath blocked on Campbell Street meaning the street is inaccessible. • New bus stop at Albert Street felt to be unsafe as pedestrians are required to cross the highway unsafely (not pedestrian crossing or traffic lights). • Various issues with implementation of pedestrian changes on Campbell Street, St Peters.	1

Table A3.3 Complaints related to Property Damage

Details	Precinct
• Damage claim regarding heritage fence at Silver Street. Cracks in fence have worsened during cabling work. • Project disconnected communication cable at stakeholder's property on Brown Street in error during the disconnection of utility services at neighbouring RMS acquired property. Stakeholder works from home and was temporarily unable to access the internet or phone line. • Resident returned home from overseas trip to find raw sewage within his property on Brown Street. He believes that the sewage overflow was due to service disconnection work carried out in Brown Street in early January as part of property clearing. • Business owner reported losing power to his cool room on Crown Street during a planned outage as part of power adjustments. He said he was not contacted in advance to warn about the outage. The cool room electrical box was damaged during the outage and refrigerated stock destroyed. • Damage to residential fence and shed during demolition of 1 Brown Street. • Property damage at Campbell Street of letter box and fence when debris was blown from demolition worksite. • Claim that staircase has subsided at Mary Street due to Project construction activities. • Complaint regarding RMS owned properties. Graffiti on properties, overgrown gardens and overflown letterboxes. Request for maintenance of the properties.	1
• Strata committee reported flooding impacts within property and claimed there is damage to stormwater system affecting their drainage as caused by the Project works.	4

Table A3.4 Complaints related to Accessibility

Sub category	Details	Precinct
Loss of parking	• Removal of on-street parking at Brown Street with no apparent work taking place. • Loss of parking temporarily on Florence Street.	1
	• Contractor vehicles alleged to be parking on Glamis Street.	4
Access to residential parking	• Concern about access to residential driveway and perceived lack of information about the extent and timing of work.	1
	• Concern about temporary limited access to property driveway on Flora Street as a result of power cabling installation work (work across driveway).	2

TableA3.5 Complaints related to Environmental Impacts (Flora and fauna)

Details	Precinct
• Concern that use of a large machine near trees on Euston Road is causing damage to the roots. Request for information related to the tree report for this work and questioned why an arborist is not on site. • Complaint about the removal of trees on Sydney Park Road.	1
• Concern about the removal of frog fencing at Kogarah Golf Club.	2

Table A3.6 Complaints related to Information Provision

Sub category	Details	Precinct
Requests for more information	• Concern that parents of children attending a child care centre on Campbell Street are unaware of the mitigation measures in place during asbestos removal in the vicinity of the centre. • Request for information related to timing of asbestos removal at properties along Campbell Street. • Concern about lack of communication from project regarding the property noise treatment program.	1
	• Perceived inadequate response to earlier complaints regarding noise disturbance and concern about a frog fence (Marsh Street).	2
Inadequate consultation process	• Communication about property noise treatment at Brown Street was considered poorly timed due to the Christmas break and demolition having already commenced. • Alleged lack of notification regarding the partial closure of Campbell Street/Road.	1

Table A3.7 Complaints related to Heavy Vehicle Use (Construction vehicle movements)

Details	Precinct
• Complaint about the temporary closure of Albert Street while containers were being delivered to the Albert Street site. Concern that neither signs nor traffic control appeared to be in place.	1
• Concern about driving behaviour of heavy vehicles on Flora Street and entering the Arncliffe site.	2
• Complaint made regarding movement by excavator (Armitree Street).	4

Table A3.8 Complaints related to Project Design (Construction staging and duration)

Details	Precinct
• Perceived lack of coordination between WestConnex and the Green Square Stormwater Drain Project (GSSD). Cumulative impact of construction of both projects resulting in day and night work on Euston Road. • Concern that demolition work allegedly started near St Peters Public School in December 2016, though school had been notified that this would happen during school holidays in January. (Notes in the Register indicate that this was clearing work and that residents and the school had been notified of this). • Concern regarding various aspects of the demolition process; barrier installation on Campbell Street, noise generated by reverse tone on trucks; and the lack of knowledge by site crew of which houses were being demolished.	1
• Complaint regarding multiple traffic controls imposed on Duncan Street. Access via Charles Street was not possible as no traffic controller was present at the time. Access into the street each time has been delayed and inconvenient. • Complaint about the New M5 project and Marsh Street widening.	2

Table A3.9 Complaints related to Service Provision (Utility disruption)

Details	Precinct
• Water supply to property inadvertently disconnected to acquired property yet to be vacated by project during the disconnection of a neighbouring acquired property. • Phone line disconnected by Telstra during the disconnection of nearby acquired properties.	1

Table A3.10 Complaints related to Licensing and Regulations (Conditions of Approval/Licensing)

Details	Precinct
• Operating outside construction hours at SPI site. • Concern the project was not complying to the conditions of approval with the work on Euston Road, Munni Street drain work. • Concern the Project breached tree exclusion zone at Munni Street Drain work site and conducted work on City of Sydney land without approval. • Concern that CDS breached consent condition regarding the installation of at property acoustic treatments prior to construction commencing.	1

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